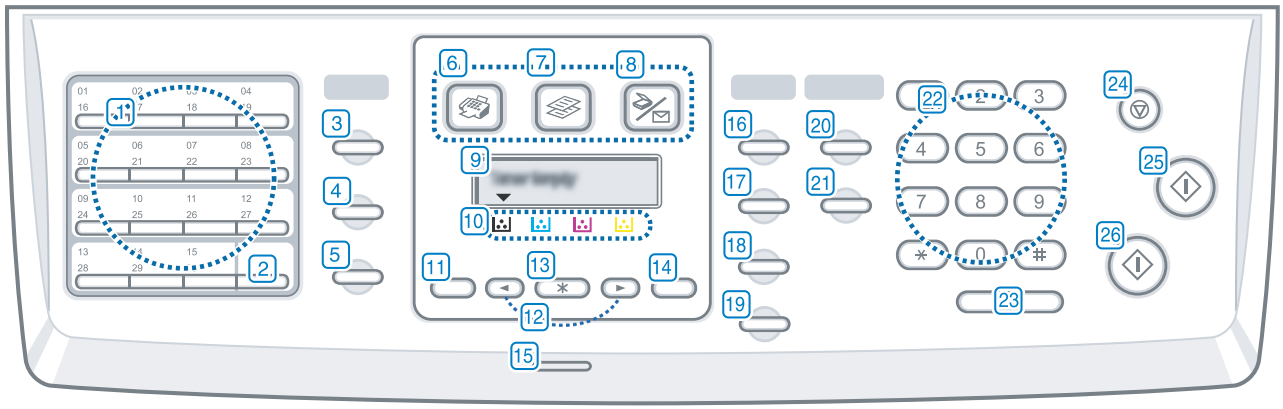
# 4. Adjustment and Troubleshooting

This chapter describes some of the main service procedures including:
Using the Tech mode; Clearing paper jam and test patterns.
- Tips for avoiding paper jams, Clearing paper jams.
- Solving other problems.

## 4.1 Alignment and Adjustments

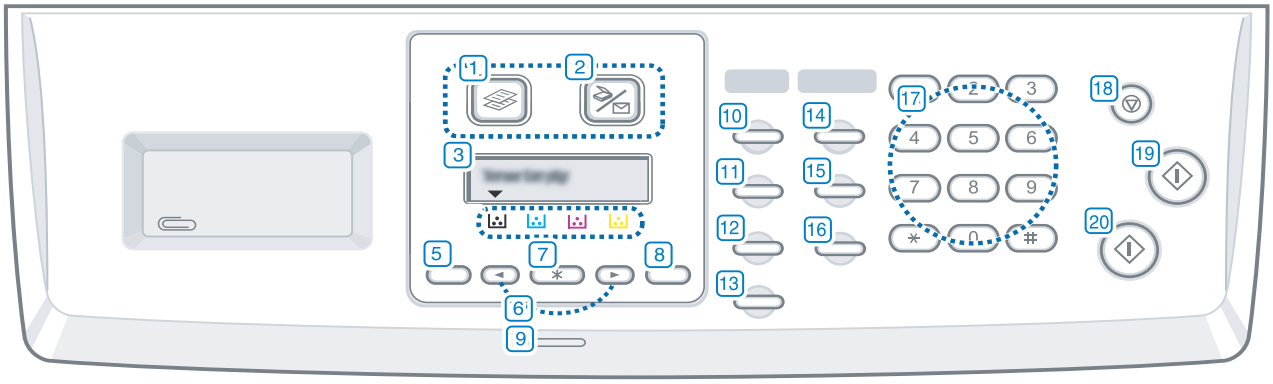
### 4.1.1 Control Panel(CLX-6200FX, CLX-6210FX, CLX-6240FX only)




| | | |
|---|---|---|
| 1 | Speed buttons | Allows you to store frequently-dialed fax numbers and enter them with the touch of a few buttons. |
| 2 | Shift | Allows you to shift the speed buttons to access numbers 16 through 30. |
| 3 | Address Book | Allows you to store frequently used fax numbers in memory or search for stored fax numbers or email addresses. |
| 4 | Resolution | Adjusts the document resolution for the current fax job. |
| 5 | Redial/Pause | In ready mode, redials the last number, or in Edit mode, inserts a pause into a fax number. |
| 6 | Fax | Activates Fax mode. |
| 7 | Copy | Activates Copy mode. |
| 8 | Scan/Email | Activates Scan mode. |
| 9 | Display | Shows the current status and prompts during an operation. |
| 10 | Toner colors | The toner colors shown below the LCD display co-works with the display messages. |
| 11 | Menu | Enters Menu mode and scrolls through the available menus. |
| 12 | Left/right arrow | Scroll through the options available in the selected menu, and increase or decrease values. |
| 13 | OK | Confirms the selection on the screen. |

| | | |
|---|---|---|
| 14 | Back | Sends you back to the upper menu level. |
| 15 | Status | Shows the status of your machine. |
| 16 | Darkness | Adjusts the document brightness for the current copy job. |
| 17 | Original Type | Selects the document type for the current copy job. |
| 18 | ID Copy | You can copy both sides of the ID Card like a driver's license to a single side of paper. |
| 19 | Reduce/Enlarge | Makes a copy smaller or larger than the original. |
| 20 | Duplex | Allows you to print documents on both sides of the paper. |
| 21 | USB Print | Allows you to directly print files stored on a USB Memory device when it is inserted into the USB memory port on the front of your machine. |
| 22 | Number keypad | Dials a number or enters alphanumeric characters. |
| 23 | On Hook Dial | Engages the telephone line. |
| 24 | Stop/Clear | Stops an operation at any time. In ready mode, clears/cancels the copy options, such as the darkness, the document type setting, the copy size, and the number of copies. |
| 25 | Color Start | Starts a job in Color mode. |
| 26 | Black Start | Starts a job in Black and White mode. |

## 4.1.2 Control Panel(CLX-6200ND only)




| | | |
|---|---|---|
| 1 | Copy | Activates Copy mode. |
| 2 | Scan/Email | Activates Scan mode. |
| 3 | Display | Shows the current status and prompts during an operation. |
| 4 | Toner colors | The toner colors shown below the LCD display co-works with the display messages. |
| 5 | Menu | Enters Menu mode and scrolls through the available menus. |
| 6 | Left/right arrow | Scroll through the options available in the selected menu, and increase or decrease values. |
| 7 | OK | Confirms the selection on the screen. |
| 8 | Back | Sends you back to the upper menu level. |
| 9 | Status | Shows the status of your machine. |
| 10 | Darkness | Adjusts the document brightness for the current copy job. |
| 11 | Original Type | Selects the document type for the current copy job. |
| 12 | ID Copy | You can copy both sides of the ID Card like a driver's license to a single side of paper. |
| 13 | Reduce/Enlarge | Makes a copy smaller or larger than the original. |
| 14 | Duplex | Allows you to print documents on both sides of the paper. |
| 15 | USB Print | Allows you to directly print files stored on a USB Memory device when it is inserted into the USB memory port on the front of your machine. |
| 16 | Address Book | Allows you to search for stored email addresses. |
| 17 | Number keypad | Dials a number or enters alphanumeric characters. |
| 18 | Stop/Clear | Stops an operation at any time. In ready mode, clears/cancels the copy options, such as the resolution, the document type setting, the copy size, and the number of copies. |
| 19 | Color Start | Starts a job in Color mode. |
| 20 | Black Start | Starts a job in Black and White mode. |

## 4.1.3 LED Function

The color of the Status LED indicates the machine's current status.

| Status" LED | | Description |
|---|---|---|
| Off | | · The machine is off-line.<br>· The machine is in Power Save mode. When data is received, or any button is pressed, it switches to on-line automatically. |
| Green | Blinking | · When the green LED slowly blinks, the machine is receiving data from the computer.<br>· When the green LED slowly rapidly, the machine is printing data. |
| | On | The machine is powered on and can be used. |
| Red | Blinking | · A minor error occurs and the machine is waiting an error to be cleared. Check the display message.<br>· The toner cartridge is low. Order a new toner cartridge. You can temporarily improve print quality by redistributing the toner. |
| | On | · A problem has occurred such as a paper jam, opened cover or no paper in the tray, so that the machine can not continue the job. Check the message on the display.<br>· The toner cartridge is low, empty, or needs to be installed a new one. |

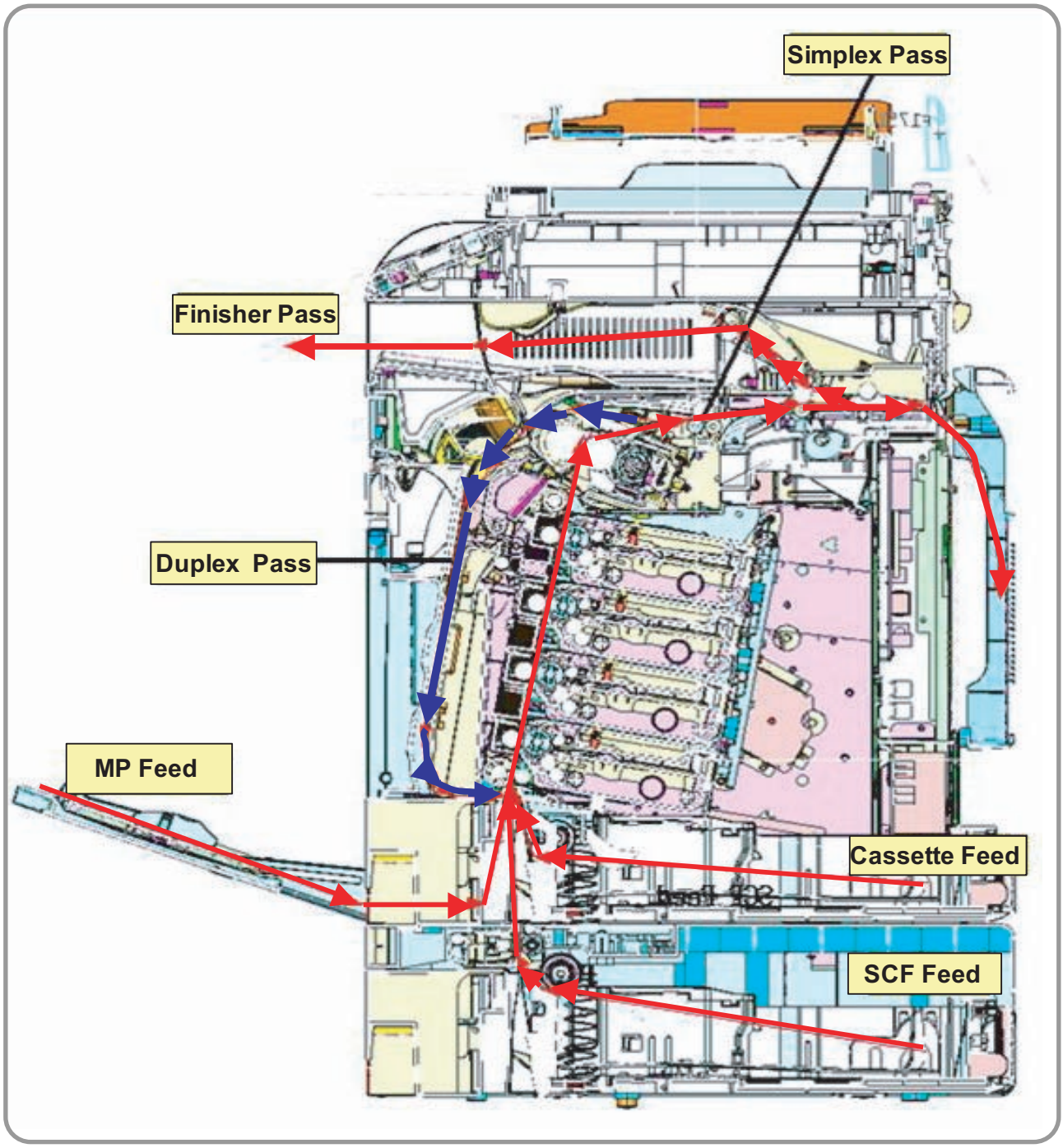
## 4.1.4 Jam Removal

### ■ Clearing paper jams

When a paper jam occurs, the warning message appears on the display screen. Refer to the table below to locate and clear the paper jam.

| MESSAGE | LOCATION OF JAM |
|---|---|
| MP Tray<br>Paper Jam 0 | In the multi purpose tray |
| Tray 2<br>Paper jam 0 | In the optional tray |
| Paper Jam 0<br>Open/Close Door | In the paper feed area and inside the machine |
| Paper Jam 1<br>Open/Close Door | Inside the machine |
| Paper Jam 2<br>Check Inside | Inside the machine and in the fuser area |
| Reverse Jam 0<br>Check Inside | In the fuser area and in the cover of reverse unit area |
| Reverse Jam 1<br>Check Inside | In the rear cover and in the cover of reverse unit area |
| Remove Paper<br>in Rear Cover | Inside rear cover |
| Duplex Jam 0<br>Check Inside | Inside the machine |
| Duplex Jam 1<br>Open/Close Door | In the paper feed area and inside the machine |

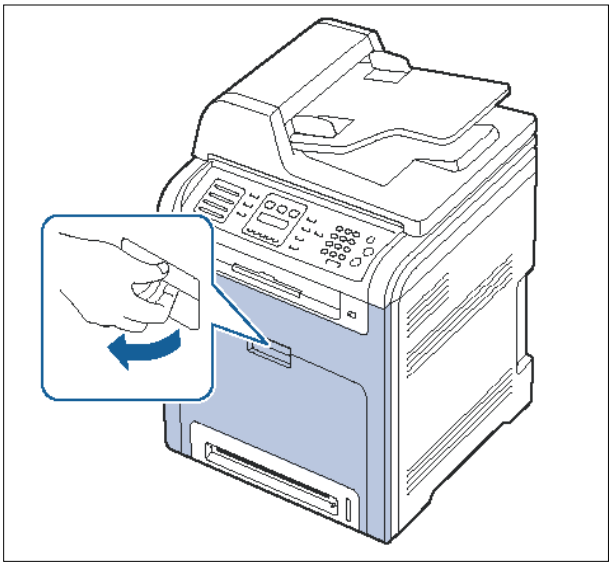
## ■ Paper Path


Simplex Pass
Finisher Pass
Duplex Pass
MP Feed
Cassette Feed
SCF Feed

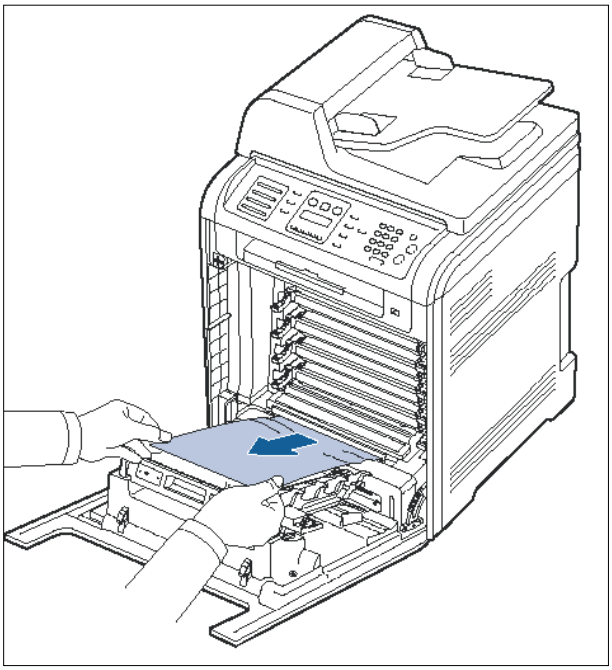
## 4.1.4.1 In the paper feed area

If paper is jammed in the paper feed area, follow the next steps to release the jammed paper.

1. Using the handle, completely open the front cover.



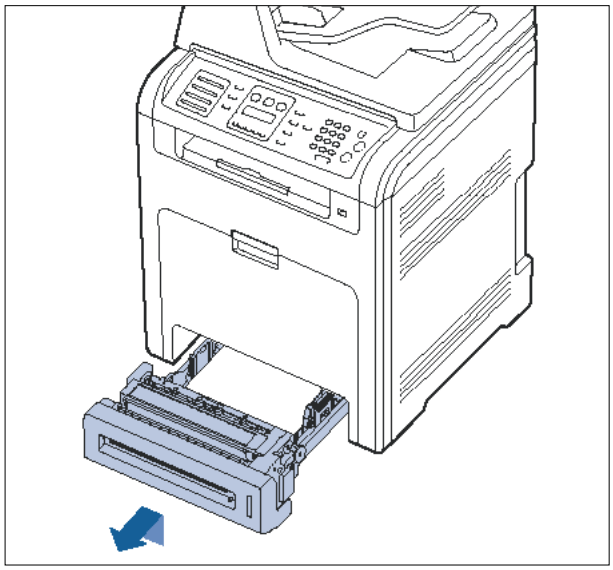
2. Carefully remove the paper by pulling in the direction as shown below.



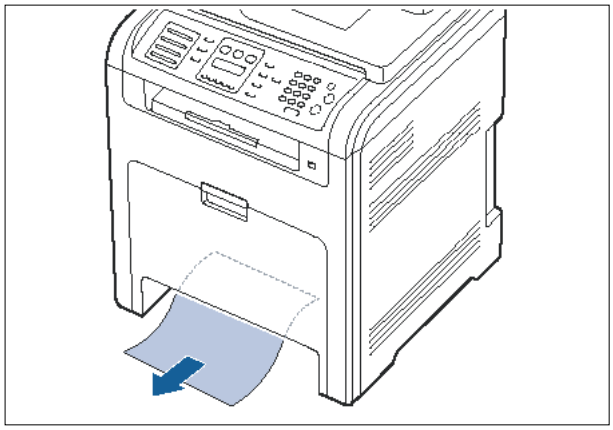
If you cannot find the jammed paper, or if there is any resistance removing the paper, stop pulling, and go to step 3.

3. Close the front cover.

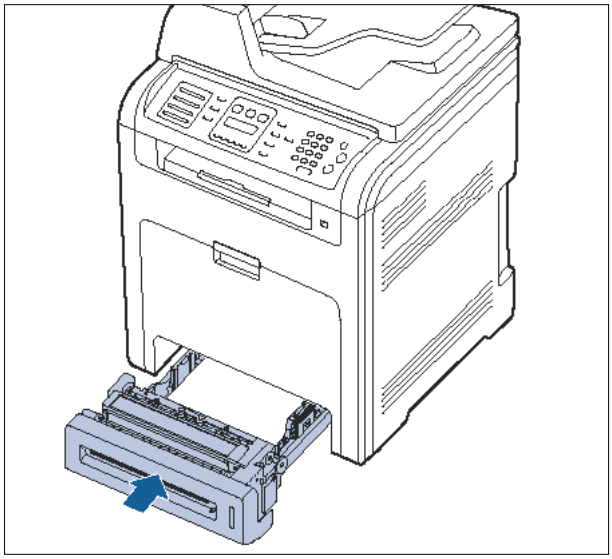
4. Pull the tray open.



5. Remove the jammed paper by gently pulling it straight out as shown below.



6. To replace the tray, lower the rear edge, align it with the slot, and slide it into the machine.

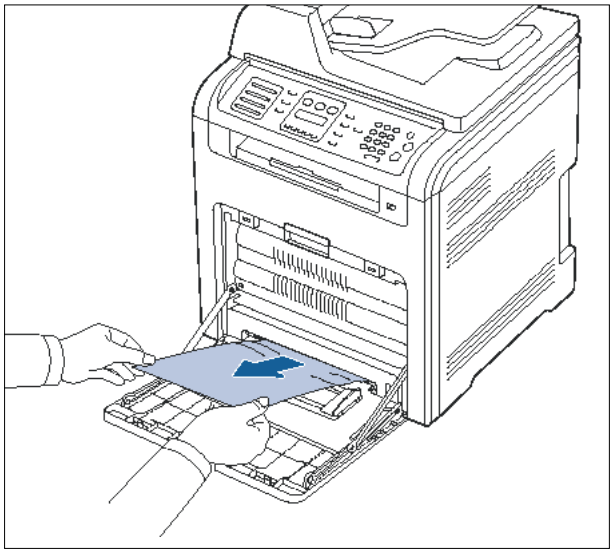


7. Open the front cover and close it. The machine will resume printing.

## 4.1.4.2 In the multi-purpose tray

When you print using the Multi-purpose Tray and the machine detects that there is either no paper or the paper has been improperly loaded, follow the next steps to release the jammed paper.

1. Check if the paper is stuck in the feeding area, and if so, pull it out gently and slowly.

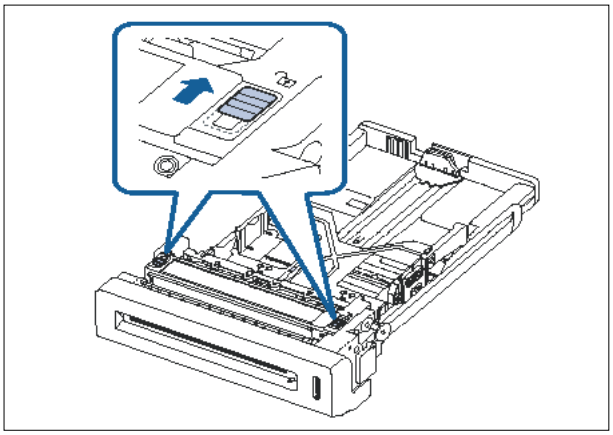


If you cannot find the jammed paper, or if there is any resistance removing the paper, stop pulling and go to step 2.

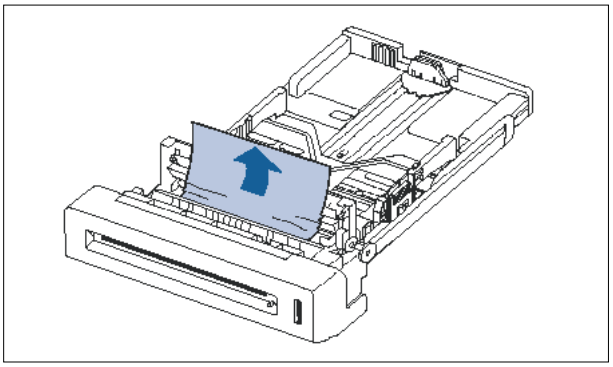
2. Close the multi-purpose tray.

3. Pull the tray out.

4. Open the inner cover while you are pushing the lever with two hands.

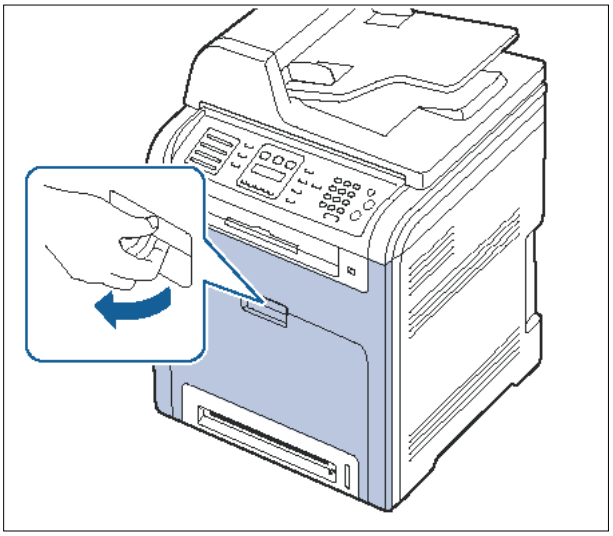


5. Pull the paper out gently.

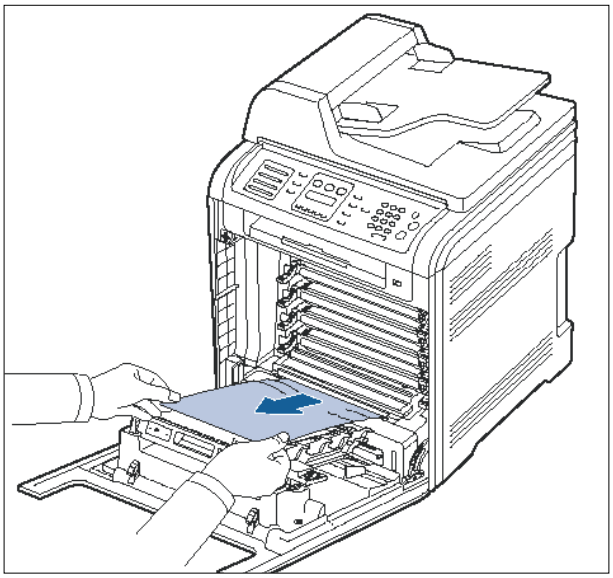


6. Replace the tray.
   If you cannot find the jammed paper, or if there is any resistance removing the paper, stop pulling and go to step 8.

7. Using the handle, completely open the front cover.



8. Remove the jammed paper by pulling in the direction shown. To avoid tearing the paper, pull it out gently and slowly.

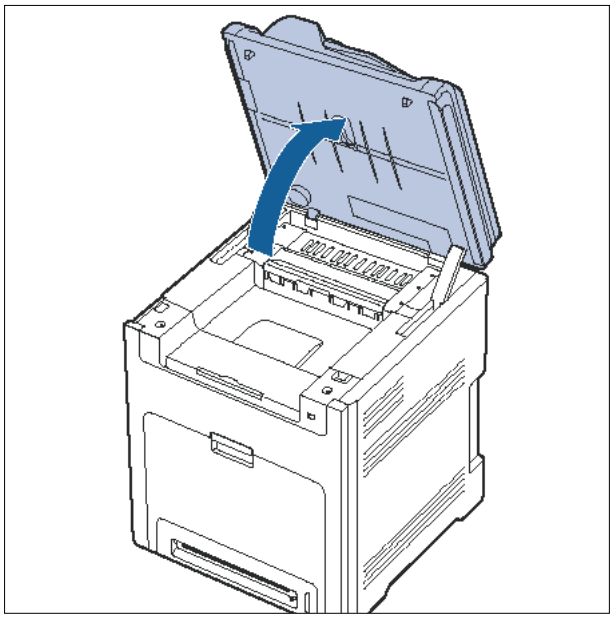


8. Close the front cover firmly. The machine will resume printing.

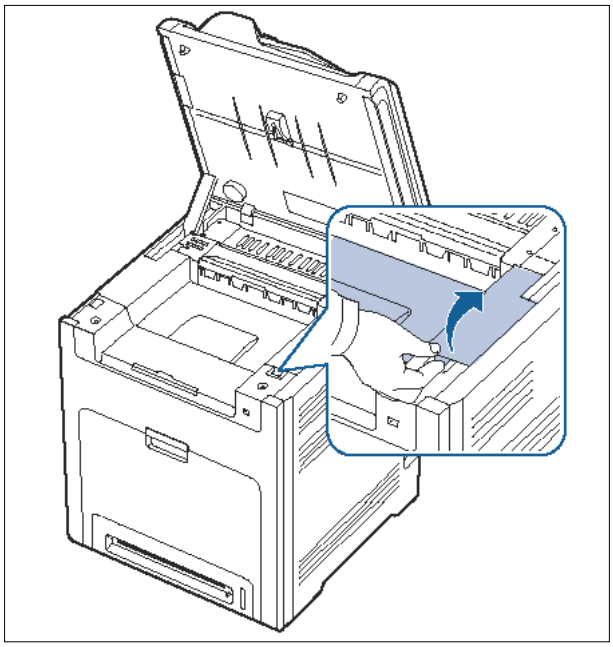
### 4.1.4.3 In the fuser unit area

If paper is jammed in the fuser unit area, follow the next steps to release the jammed paper.

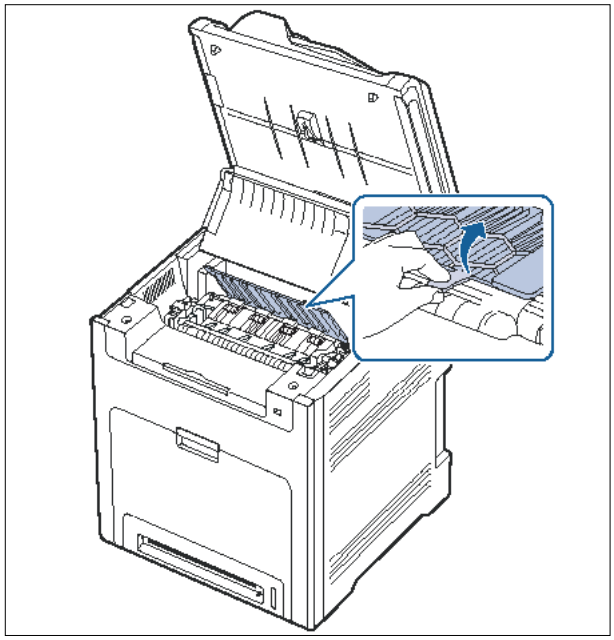
1. Open the top cover.



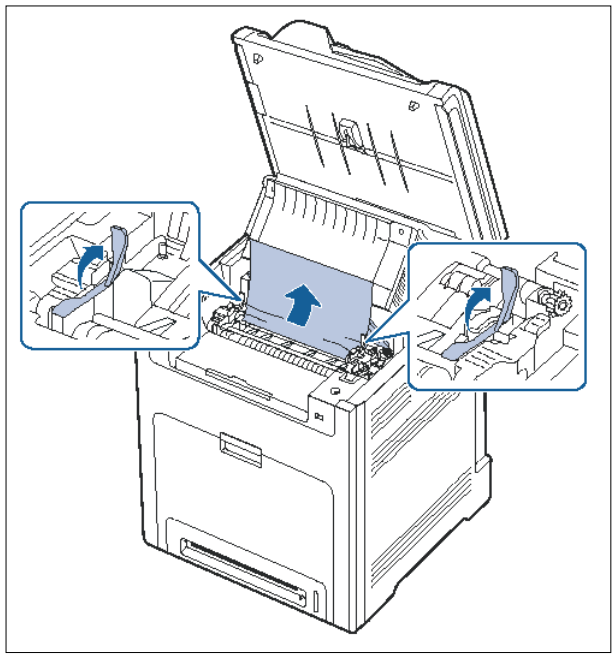
2. Open the inner cover using the handle.



3. Open the inner cover using the handle on it and carefully take the jammed paper out of the machine.



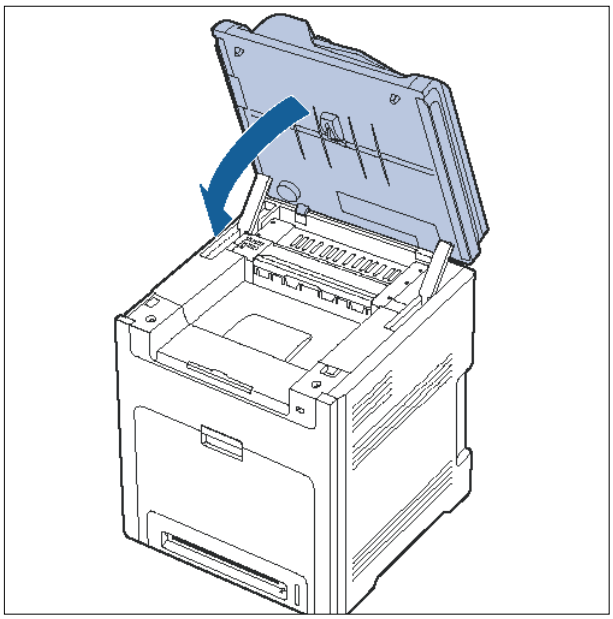
4. Pull up the paper jam lever to loose the fusing part of the fuser unit and carefully take the jammed paper out of the machine.



5. Press down the paper jam lever to fasten the fusing part.

6. Close the inner cover.

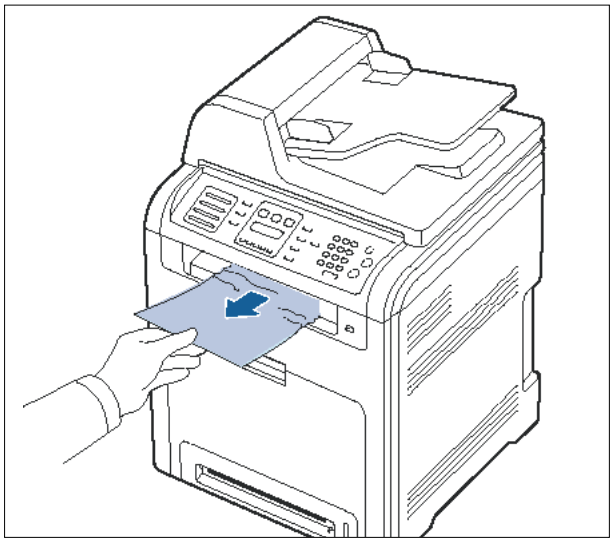
7. Lowering down the scan unit gently and slowly until it is completely closed. Make sure that it is securely latched. Be careful not to pinch your fingers!



## 4.1.4.4 In the paper exit area

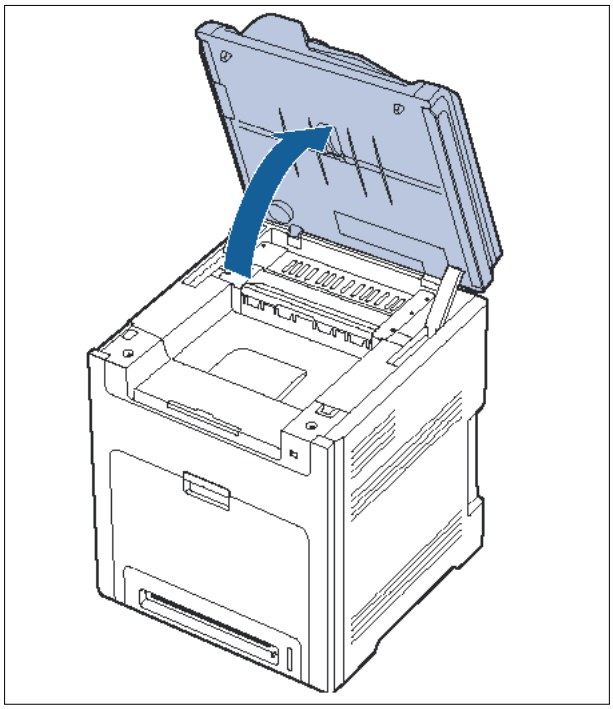
If paper is jammed in the paper exit area, follow the next steps to release the jammed paper.

1. If a long portion of the paper is visible, pull it straight out. Open and close the front cover firmly. The machine will resume printing.

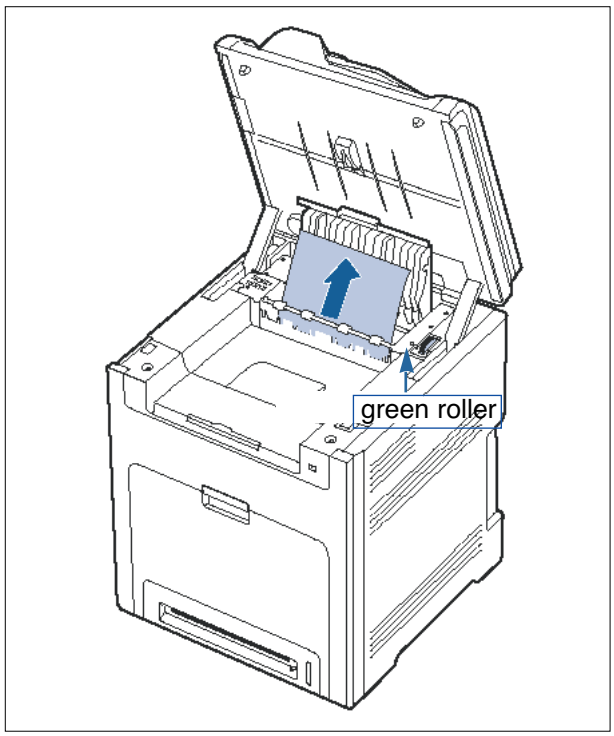


If you cannot find the jammed paper, or if there is any resistance removing the paper, stop pulling and go to step 2.

2. Open the scan unit.



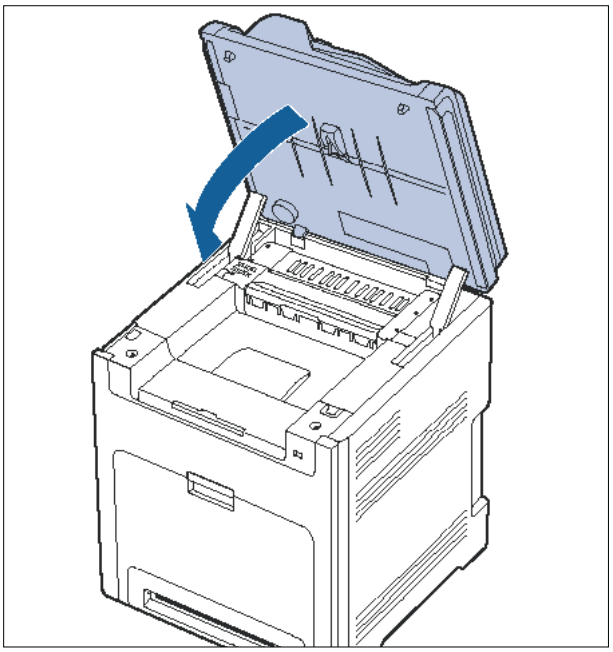
3. Open the cover of reverse unit using the handle on it and carefully take the jammed paper out of the machine.




the jammed paper out of the machine.
If there is any resistance removing the paper or difficulty picking up jammed paper, stop pulling and turn the release knob to the direction as shown to remove themisfed paper.
You can turn the exit roller easy by Indicated green roller.

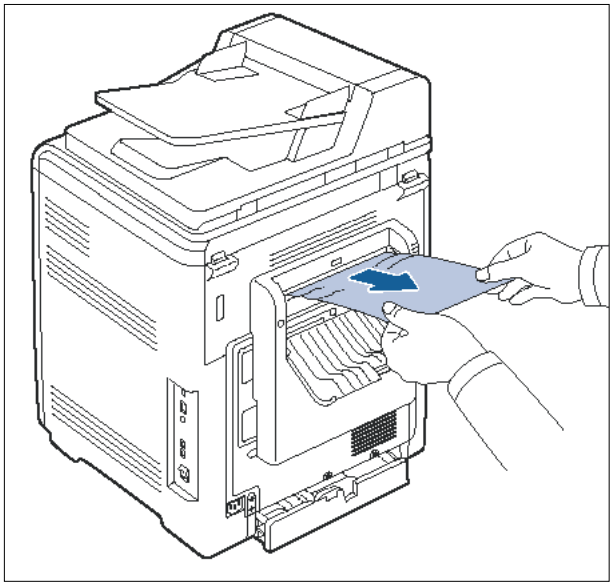
4. Close the cover of reverse unit.

5. Lowering down the scan unit gently and slowly until it is completely closed. Make sure that it is securely latched.
   Be careful not to pinch your fingers!



   If you cannot find the jammed paper, or if there is any resistance removing the paper, stop pulling and go to step 6.

6. After removing the jammed paper, check for paper which may be jammed in other parts of the machine.

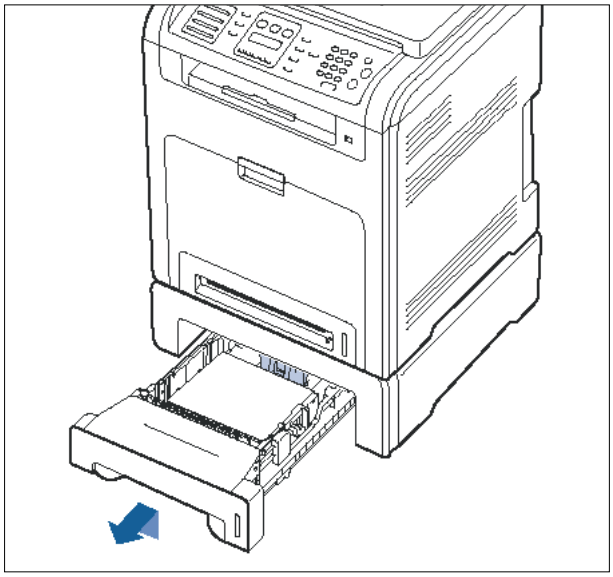


7. Close the rear cover.

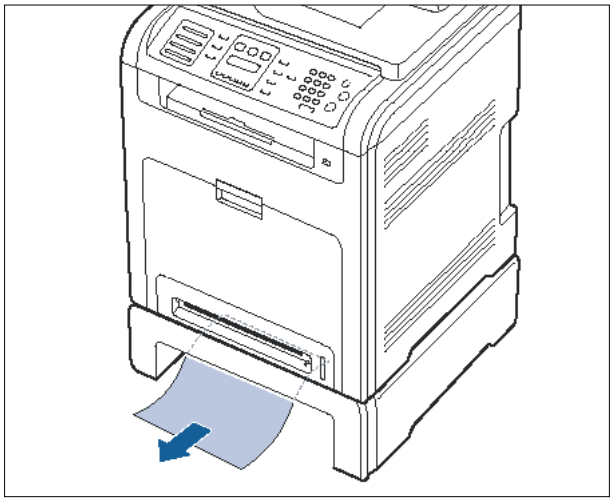
### 4.1.4.5 In the optional tray

If paper is jammed in the optional Tray, follow the next steps to release the jammed paper.

1. Pull the optional Tray open. After you pull it all the way out, lift up the front part of the tray slightly to release the tray from the machine.

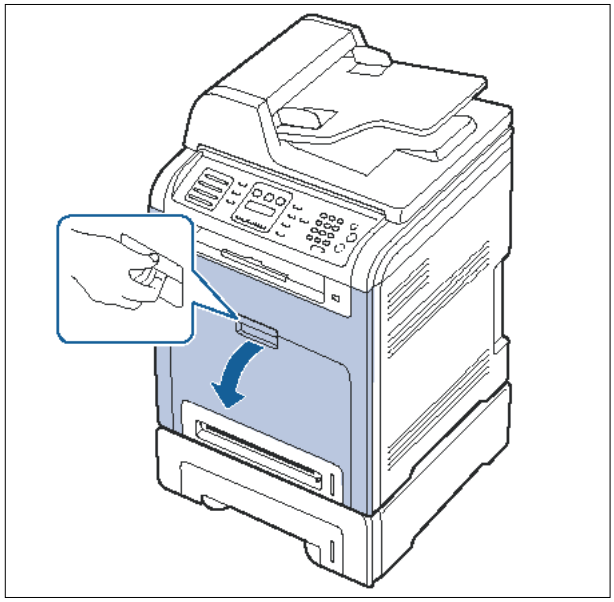


2. If you see the jammed paper, remove the paper from the machine by gently pulling it straight out as shown below.

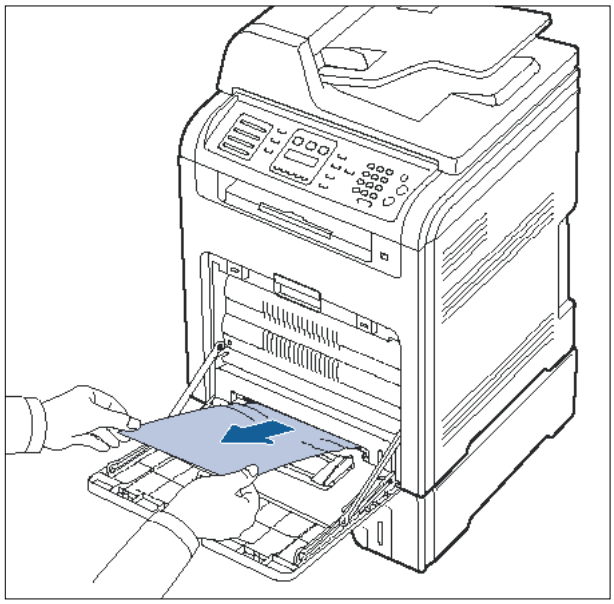


3. Slide the tray back into the machine and close the two jam covers.

4. Open the front cover.



5. Pull the jammed paper out in the direction shown. To avoid tearing the paper, pull it out gently and slowly.



6. Close the front cover firmly. The machine will resume printing.

## 4.1.5 System setup

### 4.1.5.1 Accessing to menus

The next steps are the example to print the menu map of this machine, and they are the general way to select menu and configure your machine.

1. Make sure your machine is properly connected all the necessary cables, and turn on the machine.

2. Press the Menu button until you see the menu (ex. Information) you want on the bottom line of the display.

3. Press the Enter button to access the menu.

4. Press the Left/right arrow buttons until the menu item (ex. Menu Map) you want displays on the bottom line.

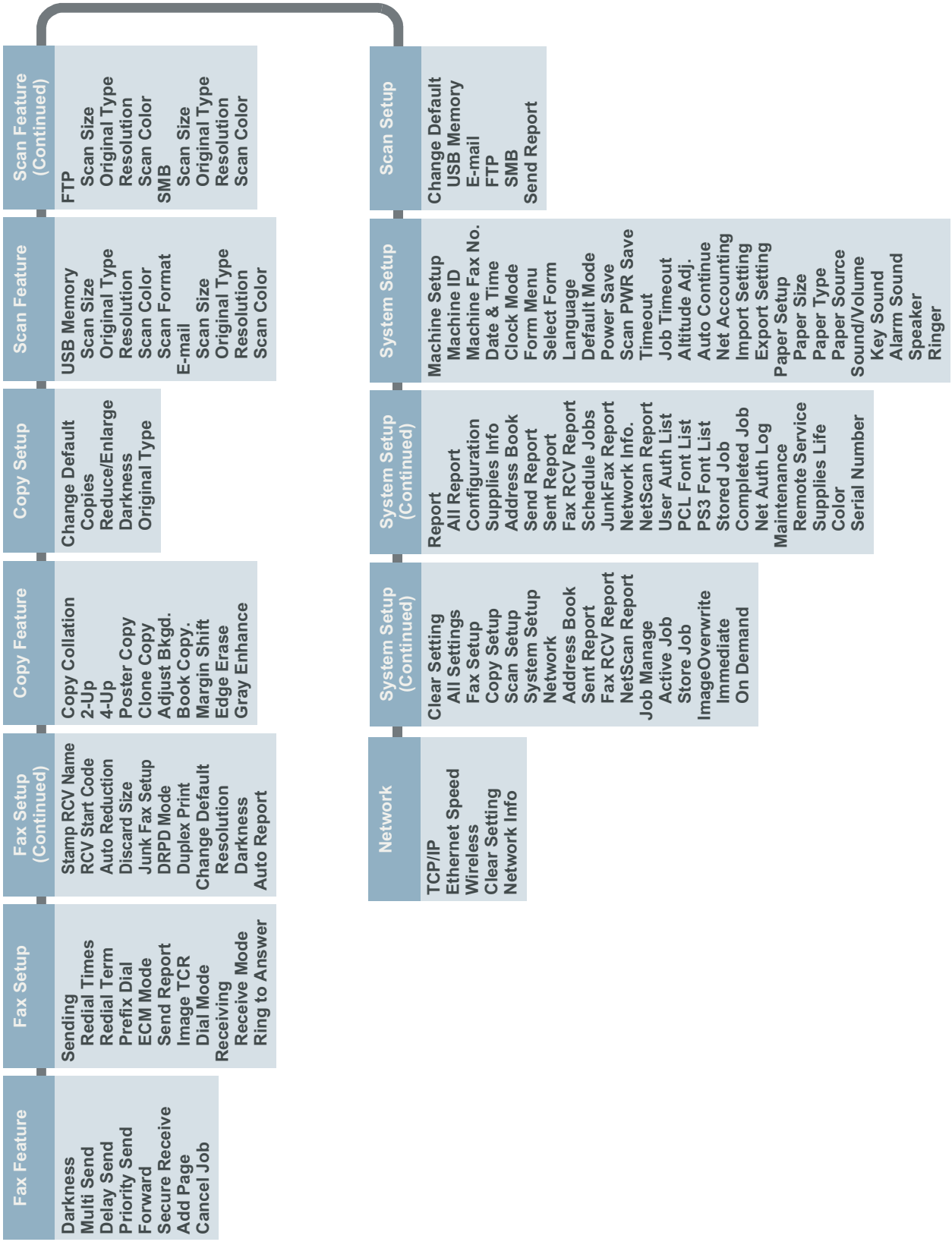
5. Press the OK button to confirm the selected item.

6. Press the Left/right arrow buttons until the menu item (ex. Print?) you want displays on the bottom line.

7. Press the OK button to process your selection, save your input or selection.
   An asterisk (*) appears next to the selection on the display, indicating that it is now the default.

8. To exit the menu, press the Back button repeatedly, or the Stop button.

## 4.1.5.2 Menu overview



## 4.1.5.3 Maintenance

This chapter provides information for maintaining your machine and the toner cartridge.

This chapter includes:

- Printing reports
- Adjusting the color contrast
- Clearing memory
- Cleaning your machine
- Maintaining the cartridge
- Replacing the toner cartridge
- Replacing the Paper Transfer Belt
- Maintenance parts
- Managing your machine from the website
- Checking the machine's serial number

### ■ PRINTING REPORTS

Your machine can provide various reports with useful information you will need. The following reports are available:

| REPORT/LIST | DESCRIPTION |
|---|---|
| Configuration | This list shows the status of the user-selectable options. You may print this list to confirm your changes after changing settings. |
| Supplies Info | This list shows the current status of consumables in your machine. |
| Address Book | This list shows all of the fax numbers and email addresses currently stored in the machine's memory. |
| Send Report | This report shows the fax number, the number of pages, the elapsed time of the job, the communication mode, and the communication results for a particular fax job.<br>You can set up your machine to automatically print a transmission confirmation report after each fax job. |
| Sent Report | This report shows information on the faxes and emails you have recently sent. You can set the machine to automatically print this report every 50 communications. |
| Fax RCV Report | This report shows information on the faxes you have recently received. |
| Schedule Jobs | This list shows the documents currently stored for delayed faxes along with the starting time and type of each operation. |
| Junk Fax Report | This list shows the fax numbers specified as junk fax numbers. To add or delete numbers to or from this list, access the Junk Fax Setup menu. |
| Network Info. | This list shows information on your machine's network connection and configuration. |
| NetScan Report | This report shows information for the Network Scan records including IP address, time and date, the number of pages scanned, and results. This report is automatically printed every 50 network scan jobs. |

| REPORT/LIST | DESCRIPTION |
|---|---|
| User Auth List | This list shows authorized users who are allowed to use the email function. |
| PCL Font List | You can print the PCL font list. |
| PS3 Font List | You can print the PS3 font list. |
| Stored Job | This list shows the current status of stored job on HDD. |
| Completed Job | The Completed Job page shows the list of completed print jobs. The list contains up to 50 files from the latest print jobs. |
| Net Auth Log | This list shows users and their IDs who logged in the domain. |

### Printing a report

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the left/right arrow until Report appears and press OK.
3. Press the left/right arrow until the report or list you want to print appears and press OK.
   To print all reports and lists, select All Report.
4. Press OK when Yes appears to confirm printing.
   The selected information prints out.

# Configuration Report

1

Date & Time : 07-JAN-2007 03:31 SUN
Fax Number :
Fax Name :
Model Name : CLX-6200FX Series

2

| Options | Item | Status |
|---|---|---|
| Default Copies | [1-99] | 1 |
| Default Reduce/Enlarge | [Org.(100%)/LGL->LTR(78%)...] | Org.(100%) |
| Default Darkness | [Light/Normal...] | Normal |
| Default Original Type | [Text/ Text/Photo...] | Text/Photo |
| Darkness | [Light/Normal...] | Normal |
| Resolution | [Standard/Fine...] | Standard |
| Ring To Answer | [1-7] | 1 |
| Receive Mode | [Fax/Tel...] | Fax |
| Redial Term | [1-15] | 3 |
| Redial Times | [0-13] | 7 |
| Send Report | [On/Off...] | On-Err |
| Auto Report | [On/Off] | On |
| Auto Reduction | [On/Off] | On |
| Discard Size | [0-30] | 20 mm |
| RCV Start Code | [0-9] | *9* |
| DRPD Mode | [On/Off] | Off |
| Paper Size(Tray 1/Tray 2) | [Letter/A4...] | A4/A4 |
| Paper Size(MP Tray) | [Letter/A4...] | A4 |
| Paper Size(Manual Feeder) | [Letter/A4...] | A4 |
| Copy Tray | [Tray 1/Tray 2...] | Auto |
| Fax Tray | [Tray 1/Tray 2...] | Auto |
| Paper Type(Tray 1/Tray 2) | [Plain Paper/Bond...] | Plain Paper/Plain Paper |
| Paper Type(MP Tray) | [Plain Paper/Bond...] | Plain Paper |
| Paper Type(Manual Feeder) | [Plain Paper/Bond...] | Plain Paper |
| Send Forward/RCV Forward | [On/Off...] | Off/Off |
| Junk Fax Setup | [On/Off] | Off |
| Secure Receive | [On/Off] | Off |
| Prefix Dial | [Fax Number] | |
| Stamp RCV Name | [On/Off] | Off |
| ECM Mode | [On/Off] | On |
| Image TCR | [On/Off] | On |
| Speaker | [On/Off...] | Comm. |
| Ringer | [Off/Low...] | Mid |
| Key Sound | [On/Off] | Off |
| Alarm Sound | [On/Off] | On |
| Clock Mode | [12 Hours/24 Hours] | 24 Hours |
| Language | [English/FRANCAIS...] | English |
| Default Mode | [Fax/Copy] | Copy |
| Power Save | [5/10/15...] | 20 Min |
| Timeout | [15/30/60...] | 30 Sec |
| Scan PWR Save | [0.5/1/2] | 0.5 Hour(s) |
| Altitude Adjustment | [Normal/High 1...] | Normal |
| Color Adjustment | Color(K/C/M/Y) | 0/0/0/0 |

3

| | | |
|---|---|---|
| Firmware/Engine Version | : 1.00.00.90 10-07-2007 | 1.00.79 |
| Emulation Version | : PCL5Ce 5.33 09-28-2007 | PCL6 5.59 10-05-2007 |
| | PS3 V1.19.07 10-04-2007 | SPL-C 5.32 08-27-2007 |
| | PDF V1.00.46 06-22-2007 | |
| SCF Version | : 1.00.02 | |
| USB Serial | : | |

4

IP Address/Memory Size : 10.240.15.54 384 Mbyte

[ Usage Meter Count ]

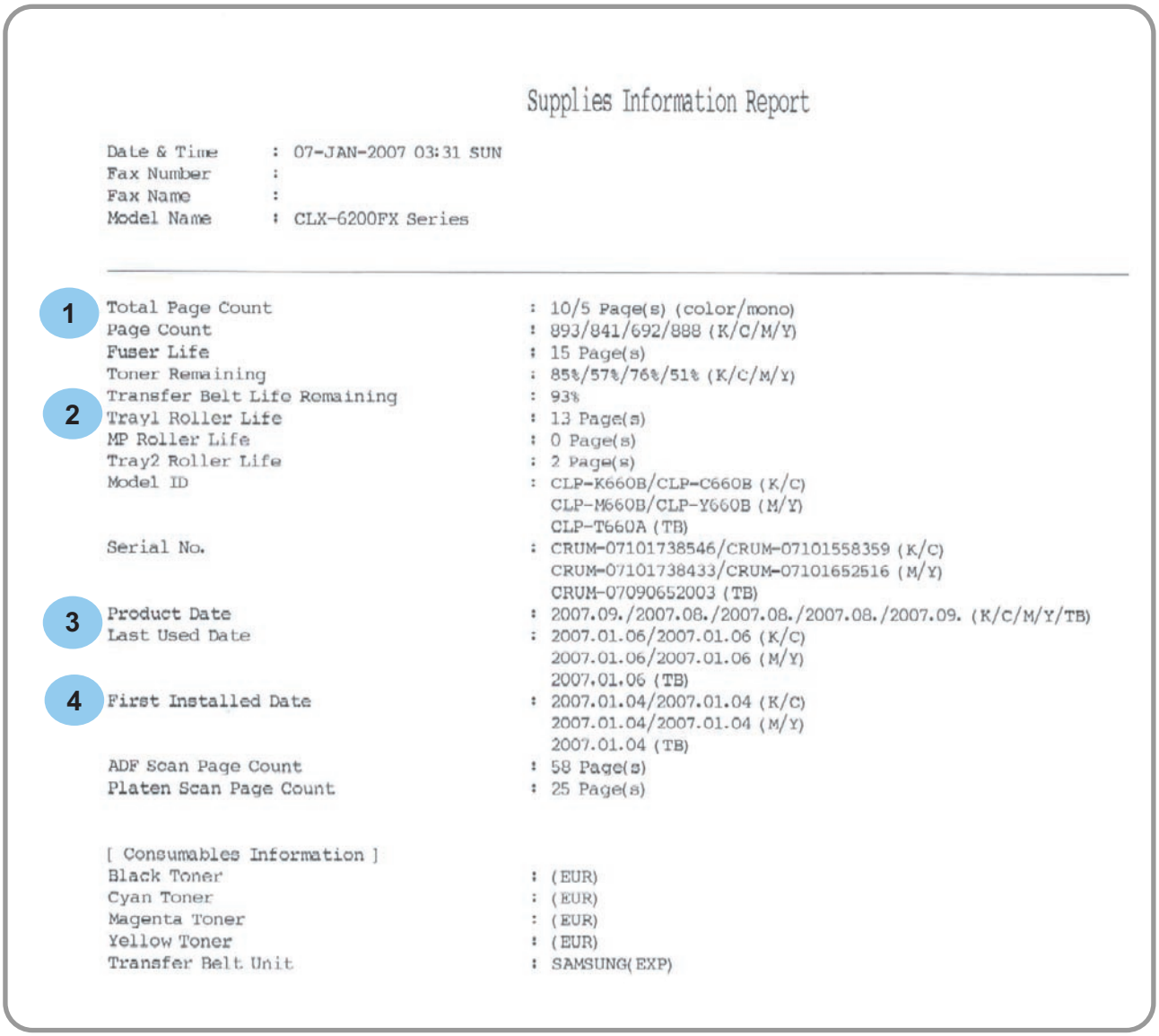
| | | |
|---|---|---|
| Mono Simplex Print Count | 3(impressions) | 3(sheets) |
| Color Simplex Print Count | 10(impressions) | 10(sheets) |
| Mono Duplex Print Count | 0(impressions) | 0(sheets) |
| Color Duplex Print Count | 0(impressions) | 0(sheets) |
| Mono Simplex Copy Count | 0(impressions) | 0(sheets) |
| Color Simplex Copy Count | 0(impressions) | 0(sheets) |
| Mono Duplex Copy Count | 0(impressions) | 0(sheets) |
| Color Duplex Copy Count | 0(impressions) | 0(sheets) |
| Mono Simplex Fax-in Count | 0(impressions) | 0(sheets) |
| Color Simplex Fax-in Count | 0(impressions) | 0(sheets) |
| Mono Duplex Fax-in Count | 0(impressions) | 0(sheets) |
| Color Duplex Fax-in Count | 0(impressions) | 0(sheets) |
| Mono Simplex Report Count | 2(impressions) | 2(sheets) |
| Color Simplex Report Count | 0(impressions) | 0(sheets) |

1. **Date& Time, Fax number, Fax Name, Model Name -** shows actual printed date of configuration pages, Fax number, Fax/Model name.

2. **Options -** shows various options set up in the printer.

3. **Firmware/ Emulation version -** shows date and version of firmware/emulation(PCL5Ce,PS3,PCL6,SPL-C)

4. **IP Address/Memory Size -** shows the IP address and memory installed in the printer.



Supplies Information Report

Date & Time : 07-JAN-2007 03:31 SUN
Fax Number :
Fax Name :
Model Name : CLX-6200FX Series

| | | |
|---|---|---|
| 1 | Total Page Count | : 10/5 Page(s) (color/mono) |
| | Page Count | : 893/841/692/888 (K/C/M/Y) |
| | Fuser Life | : 15 Page(s) |
| | Toner Remaining | : 85%/57%/76%/51% (K/C/M/Y) |
| 2 | Transfer Belt Life Romaining | : 93% |
| | Trayl Roller Life | : 13 Page(s) |
| | MP Roller Life | : 0 Page(s) |
| | Tray2 Roller Life | : 2 Page(s) |
| | Model ID | : CLP-K660B/CLP-C660B (K/C)<br>CLP-M660B/CLP-Y660B (M/Y)<br>CLP-T660A (TB) |
| | Serial No. | : CRUM-07101738546/CRUM-07101558359 (K/C)<br>CRUM-07101738433/CRUM-07101652516 (M/Y)<br>CRUM-07090652003 (TB) |
| 3 | Product Date | : 2007.09./2007.08./2007.08./2007.08./2007.09. (K/C/M/Y/TB) |
| | Last Used Date | : 2007.01.06/2007.01.06 (K/C)<br>2007.01.06/2007.01.06 (M/Y)<br>2007.01.06 (TB) |
| 4 | First Installed Date | : 2007.01.04/2007.01.04 (K/C)<br>2007.01.04/2007.01.04 (M/Y)<br>2007.01.04 (TB) |
| | ADF Scan Page Count | : 58 Page(s) |
| | Platen Scan Page Count | : 25 Page(s) |

[ Consumables Information ]

| | |
|---|---|
| Black Toner | : (EUR) |
| Cyan Toner | : (EUR) |
| Magenta Toner | : (EUR) |
| Yellow Toner | : (EUR) |
| Transfer Belt Unit | : SAMSUNG(EXP) |

Supplies Information Report shows the life of consumables.

❶ Total Page Count/Page count (Pages)

❷ The Life of Fuser/Toner/PTB/Various Rollers
- Fuser (Page), Toner, PTB(%), Rollers (Page)

❸ Product Date/Last used Date

❹ First Installed Date

❺ ADF/Platen Scan Page count

## ■ ADJUSTING THE COLOR CONTRAST

Color menu allows you to adjust the color setting.

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press OK when Maintenance appears.
3. Press the left/right arrow until Color appears and press OK.
4. Press the left/right arrow until the menu you want appears on display and press OK.
   - Custom C olor:Allows you to adjust contrast color by color. Default optimizes color automatically. Manual Adjust allows you to manually adjust the color contrast for each cartridge. Default setting is recommended for getting best color quality.
   - Auto Color Reg.: Allows you to adjust the position of print color texts or graphics to match the original file on your screen.
5. Press Stop/Clear to return to ready mode.

## ■ CLEARING MEMORY

You can selectively clear information stored in your machine's memory.

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the left/right arrow until Clear Setting appears and press OK.
3. Press the left/right arrow until the item you want to clear appears.

| OPTIONS | DESCRIPTION |
|---|---|
| All Settings | Clears all of the data stored in memory and resets all of your settings to the factory default. |
| Fax Setup | Restores all of the fax options to the factory default. |
| Copy Setup | Restores all of the copy options to the factory default. |
| Scan Setup | Restores all of the scan options to the factory default. |
| System Setup | Restores all of the system options to the factory default. |
| Network | Restores all of the network options to the factory default. |
| Address Book | Clears all of the fax number and email address entries stored in memory. |
| Sent Report | Clears all records of sent faxes and emails. |
| Fax RCV Report | Clears all records of received faxes. |
| NetScan Report | Clears the information on network scan sessions in memory. |

4. Press OK when Yes appears.
5. Press OK again to confirm clearing.
6. Repeat steps 3 through 5 to clear another item.
7. Press Stop/Clear to return to ready mode.

## ■ CLEANING YOUR MACHINE

To maintain print and scan quality, follow the cleaning procedures below each time the toner cartridge is replaced or if print and scan quality problems occur.

### Cleaning the outside

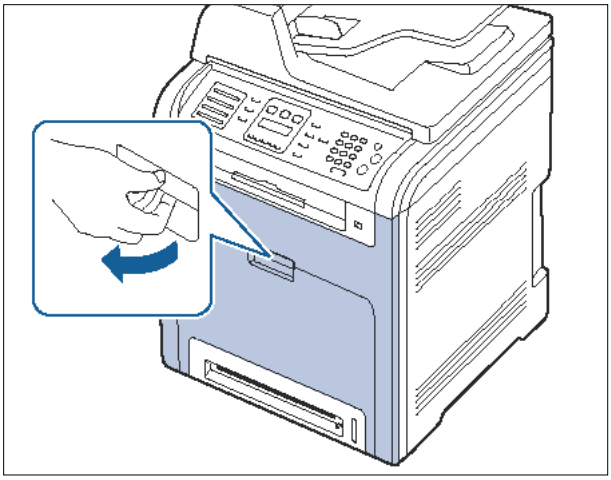
Clean the cabinet of the machine with a soft lint-free cloth. You can dampen the cloth slightly with water, but be careful not to let any water drip onto or into the machine.

### Cleaning the inside

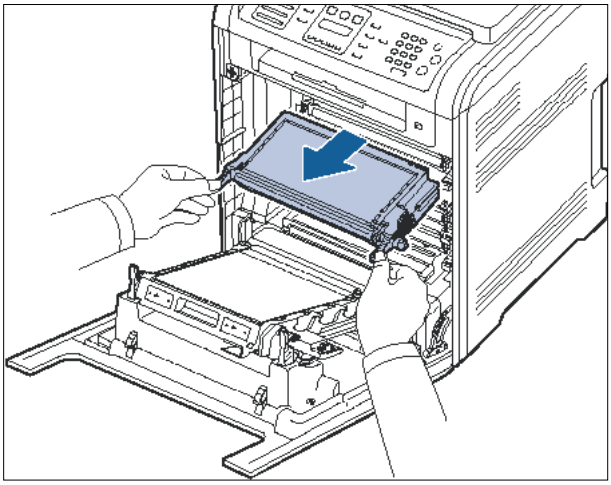
During the printing process, paper, toner, and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears or reduces these problems.

1. Turn the machine off and unplug the power cord. Wait for the machine to cool down.

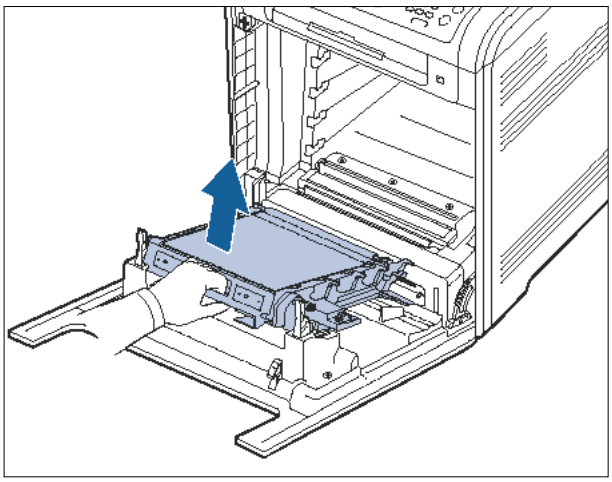
2. Using the handle, completely open the front cover.



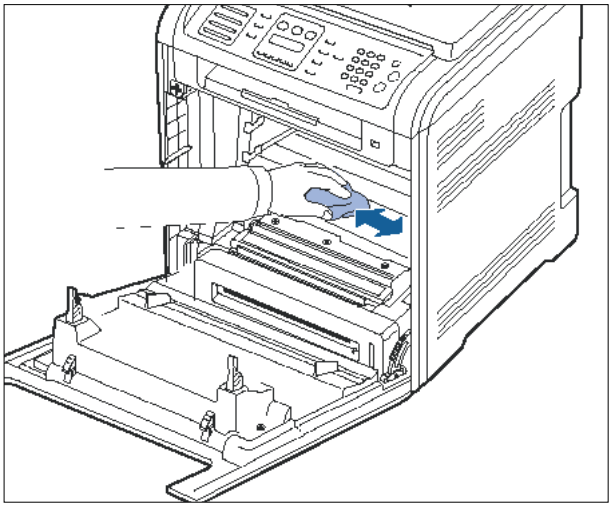
3. Grasp the handles on the toner cartridge and pull to remove the cartridge from the machine.



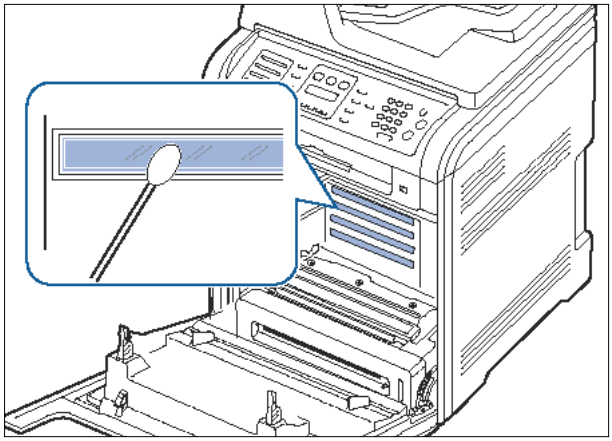
4. Press the green release handle to release the paper transfer belt.
   Holding the handle on the paper transfer belt, lift it out of the machine.



5. With a dry lint-free cloth, wipe away any dust and spilled toner from the toner cartridges area and their cavities.



6. Locate the long strip of glass (LSU) inside the cartridge compartment, and gently swab the glass to see if dirt turns the white cotten black.



7. Reinstall all the compartments into the machine, and close the front cover.

8. Plug in the power cord and turn the machine on

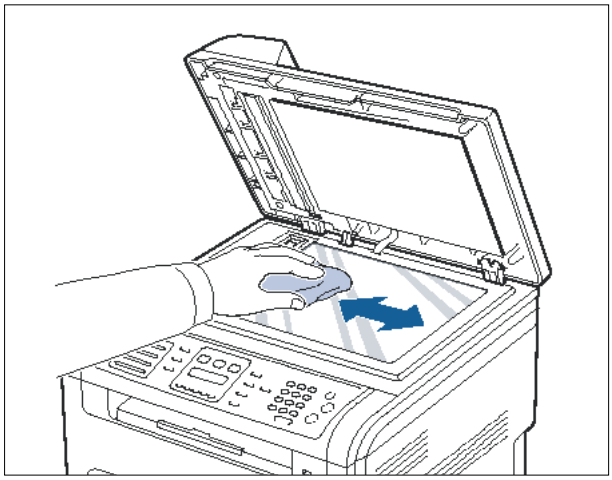
## Cleaning the scan unit

Keeping the scan unit clean helps ensure the best possible copies. We suggest that you clean the scan unit at the start of each day and during the day, as needed.

1. Slightly dampen a soft lint-free cloth or paper towel with water.

2. Open the scanner lid.

3. Wipe the surface of the scanner glass and DADF (or ADF) glass until it is clean and dry.



4. Wipe the underside of the scanner lid and white sheet until it is clean and dry.
5. Close the scanner lid.

## ■ MAINTAINING THE CARTRIDGE

### Toner cartridge storage

To get the most from the toner cartridge, keep the following guidelines in mind:

- Do not remove the toner cartridge from its package until ready for use.
- Do not refill the toner cartridge. The machine warranty does not cover damage caused by using a refilled cartridge.
- Store toner cartridges in the same environment as your machine.
- To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

### Expected cartridge life

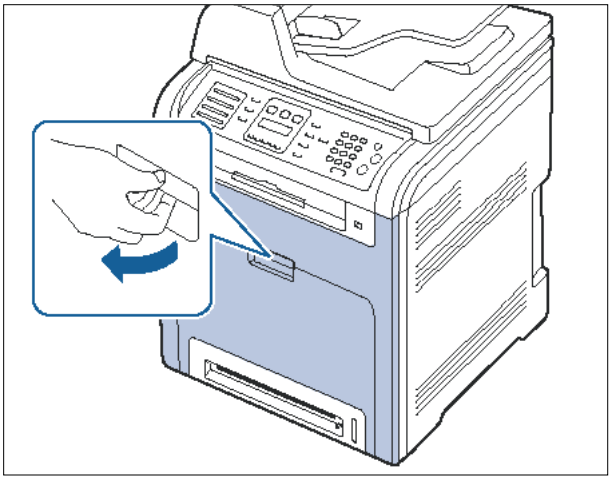
The life of the toner cartridge yield depends on the amount of toner that print jobs require. The actual number may also be different depending on the print density of the pages you print on, and the number of pages may be affected by operating environment, printing interval, media type, and media size. If you print a lot of graphics, you may need to change the cartridge more often.

### Redistributing toner

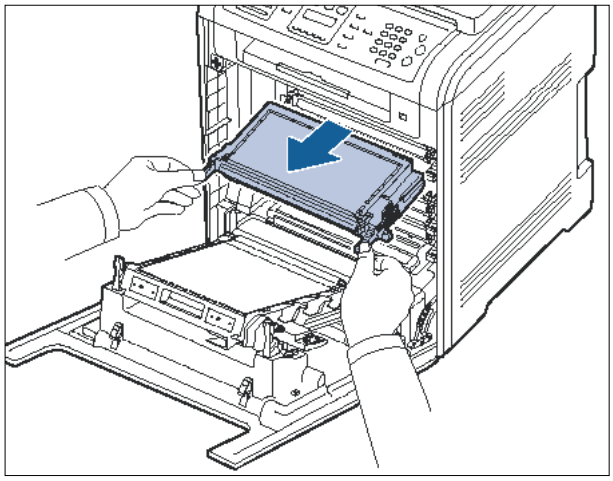
When a toner is low, faded or light areas may appear. It is possible that colored images may be printed with incorrect colors due to flawed mixing of toner colors when one of the colored toner cartridges is low on toner. You can temporarily improve print quality by redistributing the toner.

- The toner-related message saying that the toner is low may appear on the display.
- The SmartPanel program window appears on the computer telling you which color cartridge is low on toner.

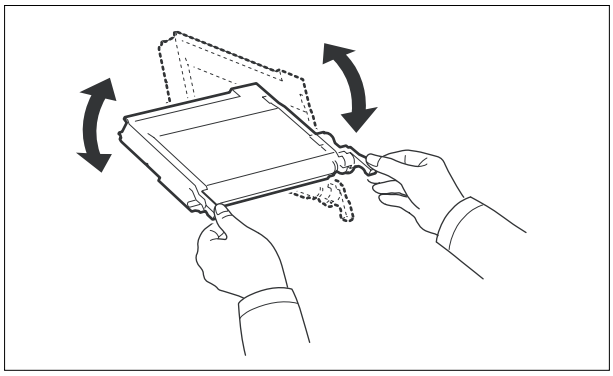
1. Using the handle, completely open the front cover.



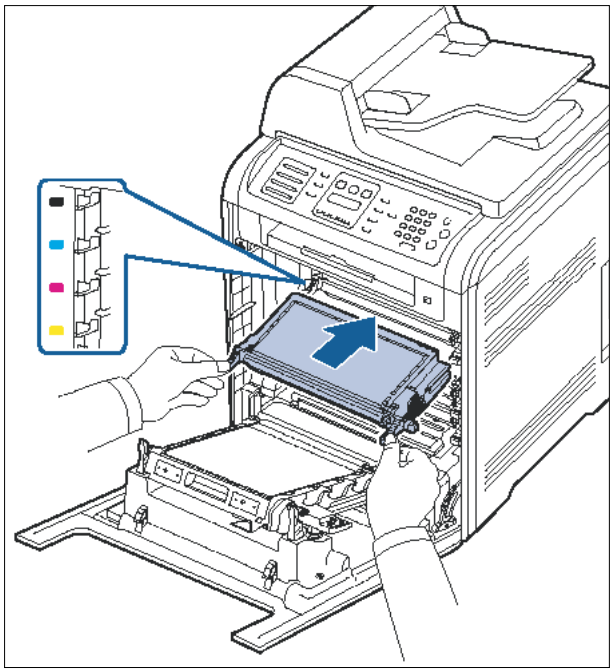
2. Grasp the handles on the toner cartridge and pull to remove the cartridge from the machine.



3. Holding both handles on the toner cartridge, thoroughly rock it from side to side to evenly distribute the toner.



4. Slide the toner cartridge back into the machine.



5. Close the front cover. Make sure the cover is securely latched.

## ■ REPLACING THE TONER CARTRIDGE

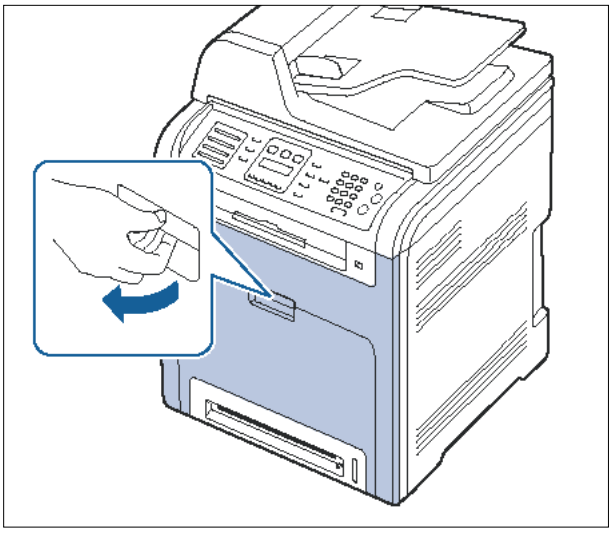
The machine uses four colors and has a different toner cartridge for each one: yellow (Y), magenta (M), cyan (C), and black (K).

- The status LED and the toner-related message on the display indicates which each individual toner cartridge should be replaced.
- For the CLX-6200FX, CLX-6210FX, CLX-6240FX, incoming faxes are saved in memory.

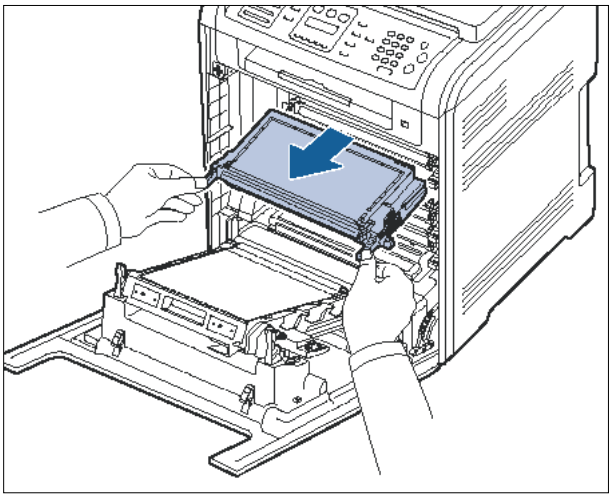
At this stage, the toner cartridge needs to be replaced. Check the type of toner cartridge for your machine.

1. Turn the machine off, then wait a few minutes for the machine to cool.

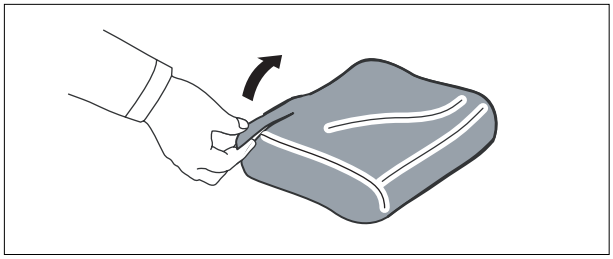
2. Using the handle, completely open the front cover.



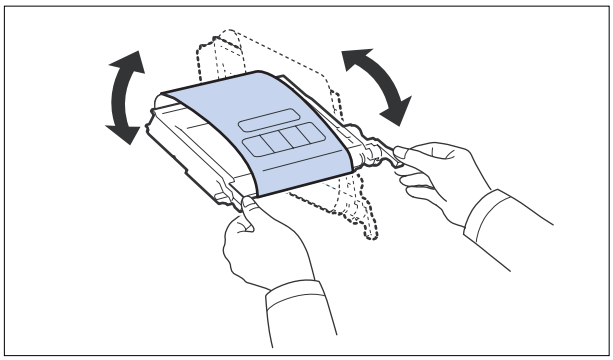
3. Grasp the handles on the toner cartridge and pull to remove the cartridge from the machine.



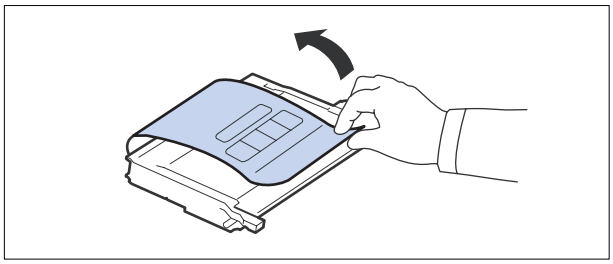
4. Take a new toner cartridge out of its package.



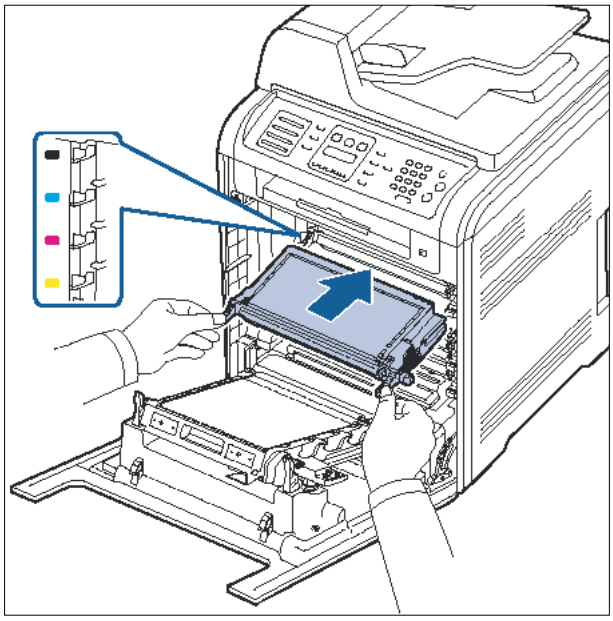
5. Holding both handles on the toner cartridge, thoroughly rock it from side to side to evenly distribute the toner.



6. Place the toner cartridge on a flat surface, as shown, and remove the paper covering the toner cartridge by removing the tape.



7. Make sure that the color of the toner cartridge matches the color slot and then grasp the handles on the toner cartridge. Insert the cartridge until it clicks into place.



8. Close the front cover. Make sure that the cover is securely latched, and then turn the machine on.

### Sending new toner notification

You can set your machine to automatically send a fax to your service company or dealer to notify them that your machine requires a new toner cartridge when the toner cartridge needs to be replaced. The fax number needs to be set by your dealer prior to using this feature, otherwise the machine cannot send a notification even though you turn this service on.

(CLX-6200FX, CLX-6210FX, CLX-6240FX only)

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the left/right arrow until Maintenance appears and press OK.
3. Press the left/right arrow until Remote Service appears and press OK.
4. Enter a password and press OK.
5. Re-enter the password and press OK.
6. Press the left/right arrow to select On and press OK.
7. Press Stop/Clear to return to ready mode.

Once this feature has been enabled, you need to enter the password each time you disable or enable it.

### Clearing the Toner Empty message

When the Toner Empty message appears you can configure not to see this message again not to disturb you.

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the Scroll buttons until Maintenance appears and press OK.
3. Press the Scroll buttons until CLR Empty Msg. appears and press OK.
4. Press the left/right arrow until the color menu you want appears on display and press OK.
5. Select On and press OK.
6. Now the Toner Empty message does not appear but the Replace Toner message will remain for reminding you that the new cartridge needs to be installed for quality.

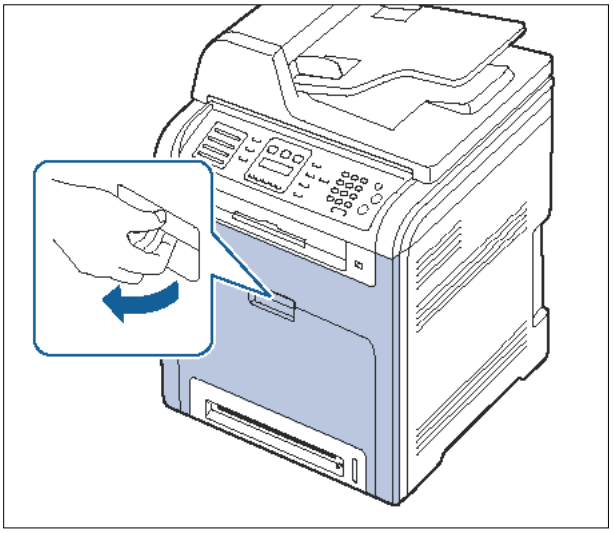
## ■ REPLACING THE PAPER TRANSFER BELT

The life of the paper transfer belt is approximately 50,000 black and color pages. When the life span of the paper transfer belt, you have to replace it.

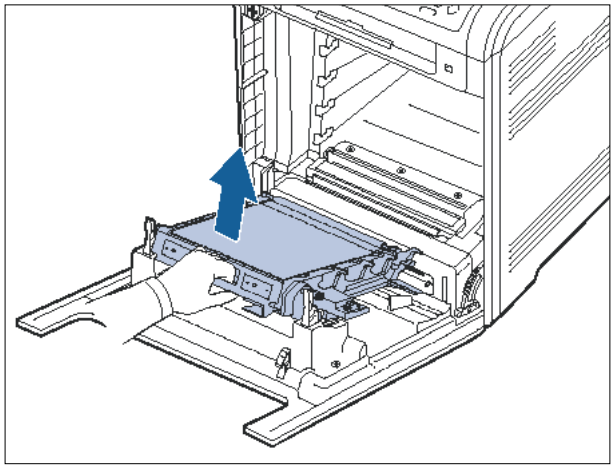
- The transfer belt related message appears on the display telling it's replacement.
- SmartPanel program window appears on the computer telling you the paper transfer belt needs to be replaced.

1. Turn the machine off, then wait a few minutes for the machine to cool.

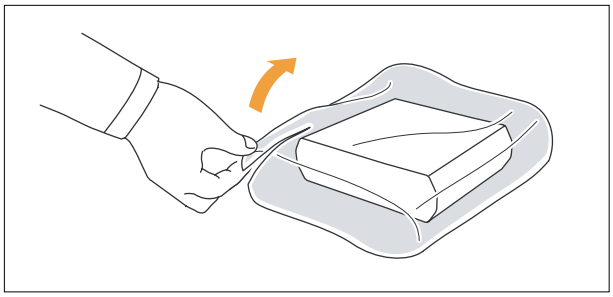
2. Using the handle, completely open the front cover.



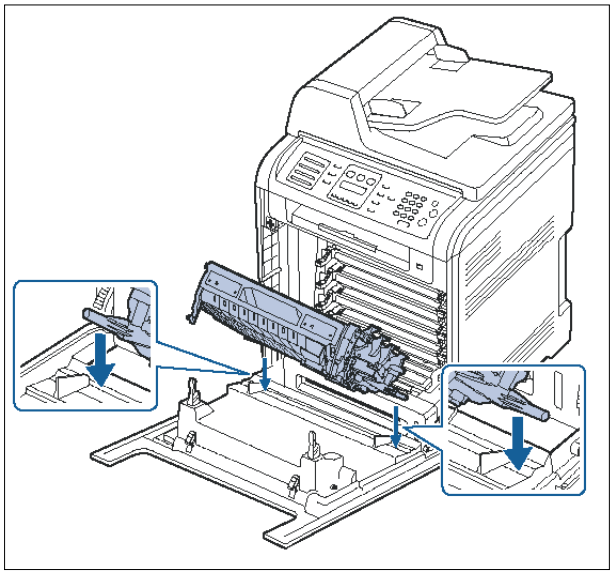
3. Press the green release handle to release the paper transfer belt. Holding the handle on the paper transfer belt, lift it out of the machine.



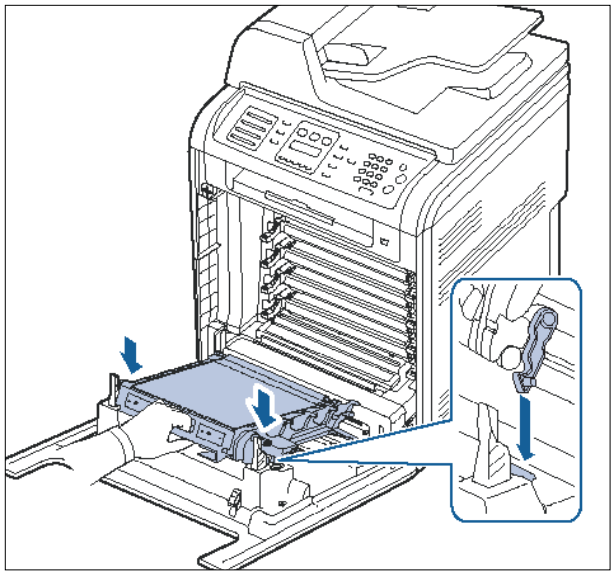
4. Take a new paper transfer belt out of its package.



5. Holding the handle on the new paper transfer belt, align it with the slots on the inside of the front cover.



6. Lower the paper transfer belt until it is parallel with the front cover and firmly seated.



7. Close the front cover firmly.

8. Turn the machine on.

## ■ MAINTENANCE PARTS

To avoid print quality and paper feed problems resulting from worn parts, and to maintain your machine in top working condition the following condition, the following items will need to be replaced after the specified number of pages, or when the life span of each item has expired.

| ITEMS | YIELD (AVERAGE) |
|---|---|
| Fuser unit | Approx. 100,000 pages |
| DADF (or ADF) friction pad | Approx. 20,000 pages |
| DADF (or ADF) pick-up roller | Approx. 80,000 pages |
| Pick-up roller (Multi-purpose tray, FCF [a] , Optional tray 2) | Approx. 70,000 pages |
| Friction pad (Multi-purpose tray, FCF, Optional tray 2) | Approx. 70,000 pages |

a. First cassette feeder (Tray1)

We highly recommend that this maintenance be performed by an authorized service provider, dealer or the retailer where you bought the machine. The warranty does not cover the replacement of the maintenance parts after their lifespan.

## Checking replaceables

If you experience frequent paper jams or printing problems, check the number of pages the machine has printed or scanned. Replace the corresponding parts, if necessary.

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the left/right arrow until Maintenance appears and press OK.
3. Press the left/right arrow until Supplies Life appears and press OK.
4. Press the left/right arrow until the item you want appears and press OK.
   - **Supplies Info:** Prints the supply information page.
   - **Total:** Displays the total number of pages printed.
   - **ADF Scan:** Displays the number of pages scanned using the ADF.
   - **Platen S can:** Displays the number of pages scanned using the scanner glass.
   - **Transfer Belt, Fuser, Tray1 Roller, Tray2 Roller, MP Tray Roller:** displays the number of pages printed each item.
5. If you selected to print a supply information page, press OK to confirm.
6. Press Stop/Clear to return to ready mode.

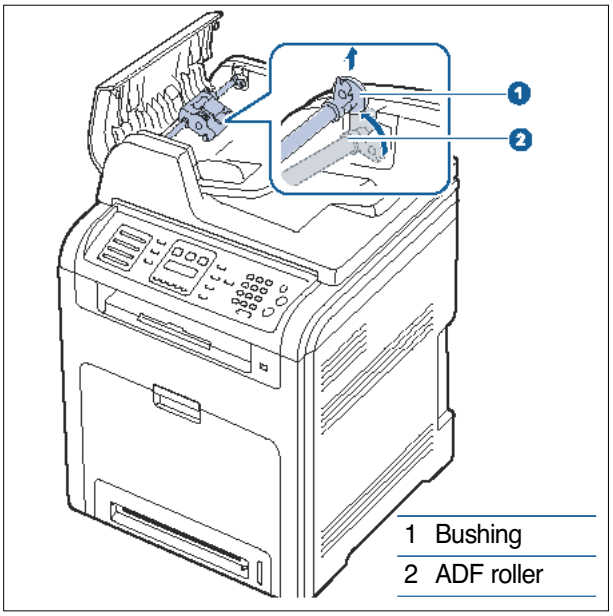
## Replacing the DADF (or ADF) rubber pad

You will need to replace the DADF (or ADF) rubber pad when there seems to be a consistent problem with paper pickup or when its specified yield is reached.

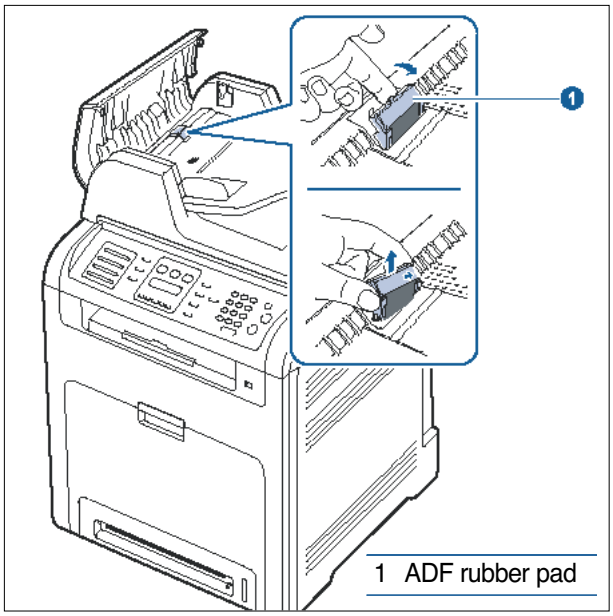
**For the ADF**

(CLX-6200FX only)

1. Open the ADF cover.
2. Rotate the bushing on the right end of the ADF roller toward the ADF and remove the roller from the slot.

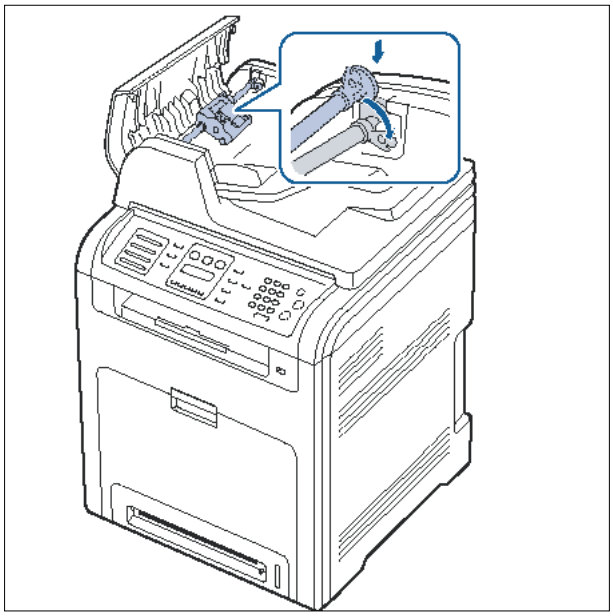



3. Remove the ADF rubber pad from the ADF, as shown.




4. Insert a new ADF rubber pad into place.

5. Align the left end of the ADF roller with the slot and push the right end of the roller into the right slot. Rotate the bushing on the right end of the roller toward the document input tray.



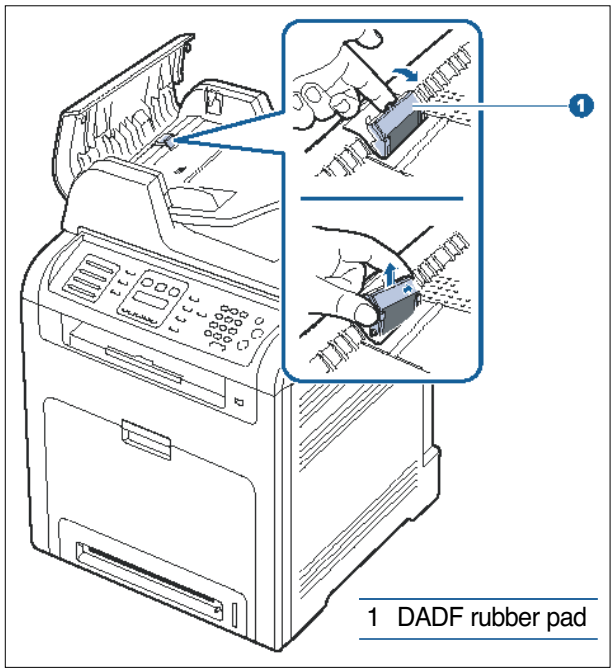
6. Close the ADF cover.

**For the DADF**

(CLX-6200ND, CLX-6210FX, CLX-6240FX only)

1. Open the DADF cover.

2. Remove the DADF rubber pad from the DADF, as shown.




3. Insert a new DADF rubber pad into place.

4. Close the DADF cover.

## ■ MANAGING YOUR MACHINE FROM THE WEBSITE

If you have connected your machine to a network and set up TCP/IP network parameters correctly, you can manage the machine via Samsung's SyncThruô Web Service, an embedded web server. Use SyncThruô Web Service to:

- View the machine's device information and check its current status.
- Change TCP/IP parameters and set up other network parameters.
- Change the printer properties.
- Set the machine to send email notifications to let you know the machine's status.
- Get support for using the machine.

**To access SyncThruô Web Service:**

1. Start a web browser, such as Internet Explorer, from Windows.
2. Enter the machine IP address (http://xxx.xxx.xxx.xxx) in the address field and press the Enter key or click Go. Your machine's embedded website opens.

## ■ CHECKING THE MACHINE'S SERIAL NUMBER

When you call for service or register as a user on the Samsung website, the machine's serial number may be required.

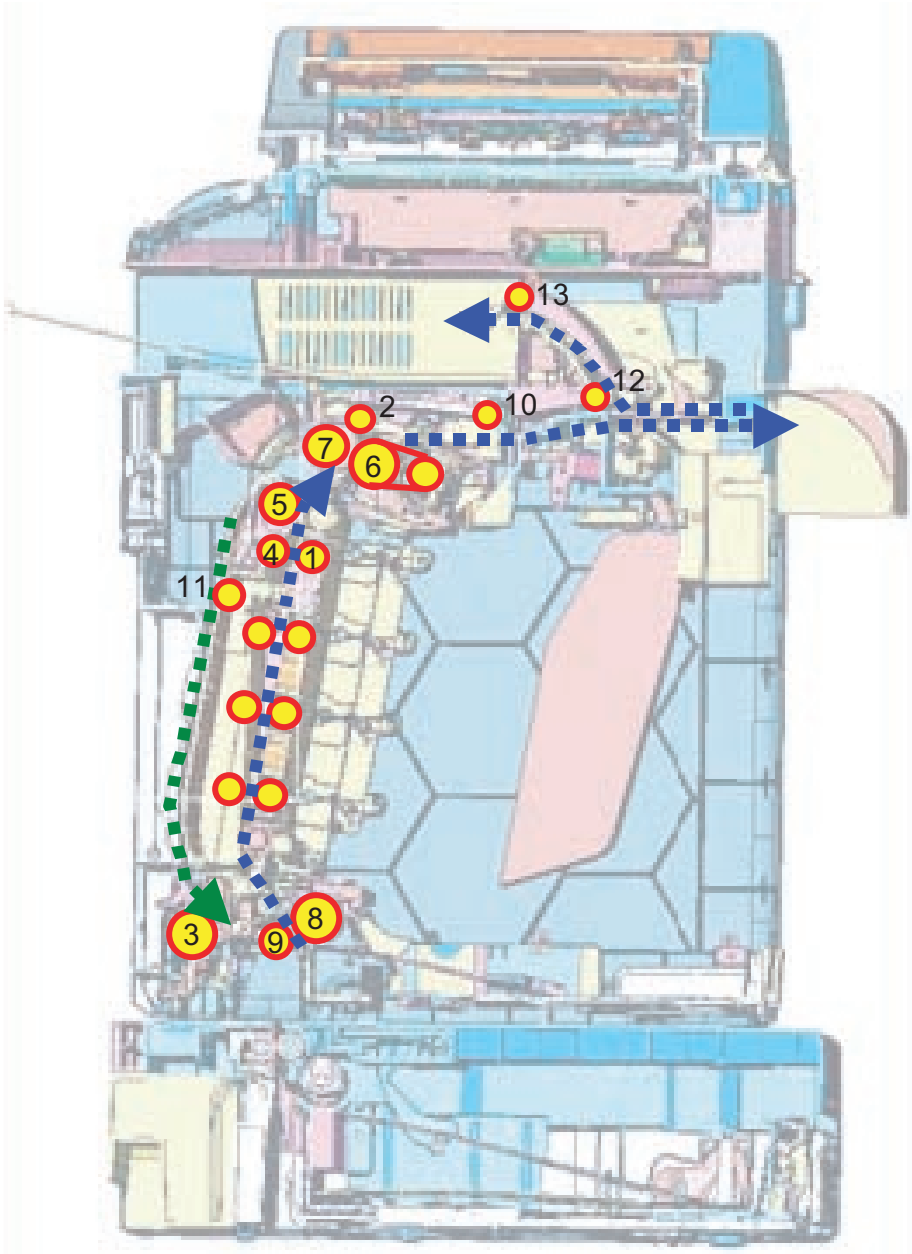
You can check the serial number by taking the following steps:

1. Press Menu until System Setup appears on the bottom line of the display and press OK.
2. Press the left/right arrow until Maintenance appears and press OK.
3. Press the left/right arrow until Serial Number appears and press OK.
4. Check your machine's serial number.
5. Press Stop/Clear to return to ready mode.

### 4.1.5.4 Periodic Defective Image

If an image defects appears at regular intervals on the printed-paper, it is due to a faulty or damaged roller. Refer to the table below and check the condition of the appropriate roller.

| No | Roller | Period | Phenomenon |
|---|---|---|---|
| 1 | OPC Drum | 75.4mm | White and Black Spots |
| 2 | Charge Roller | 26.7mm | White/Black Spot and Periodic Band |
| 3 | Supply Roller | 40.8~41mm | Periodic Band (by little difference of density) |
| 4 | Developing Roller | 30.6mm (YMC) | White Spot, Horizontal black band |
| | | 32.5mm(K) | |
| 5 | Transfer Roller | 43.9mm | Periodic Band (by little difference of density) |
| 6 | Gap-ring | 39.0mm | Periodic Band |
| 7 | Fusing Belt | 127.0mm | White/Black Spot |




| | | | |
|---|---|---|---|
| 1 | OPC | 8 | Pick-up Roller |
| 2 | Charge Roller | 9 | Regi Roller |
| 3 | MP Roller | 10 | Exit Roller |
| 4 | Deve Roller | 11 | Duplex Roller |
| 5 | Transfer Roller | 12 | Reverse middle Roller |
| 6 | Heat Roller | 13 | Reverse Exit Roller |
| 7 | Pressure Roller | | |

## 4.1.5.5 F/W Upgrade

• USB and Network port are used to F/W upgrade.

• Network applications (SWAS, SWS) can be used for network port upgrade.

• Notice : In special mode upgrade, kernel waste header information for CLX-62x0/CLX-6240.
You have to check F/W ROM file with MFP set
(This mode is ONLY service mode, not user mode)

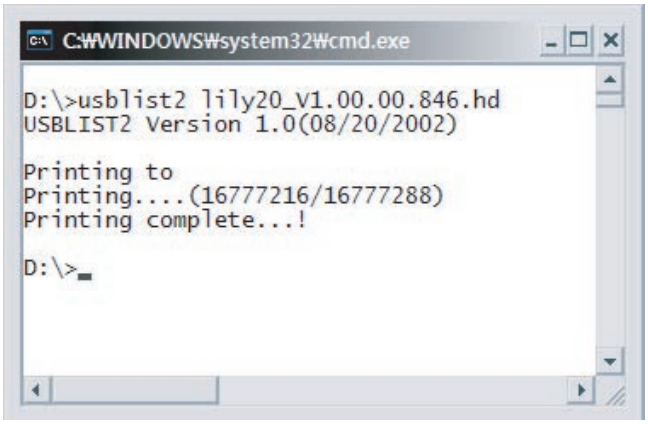
### 1) Using button

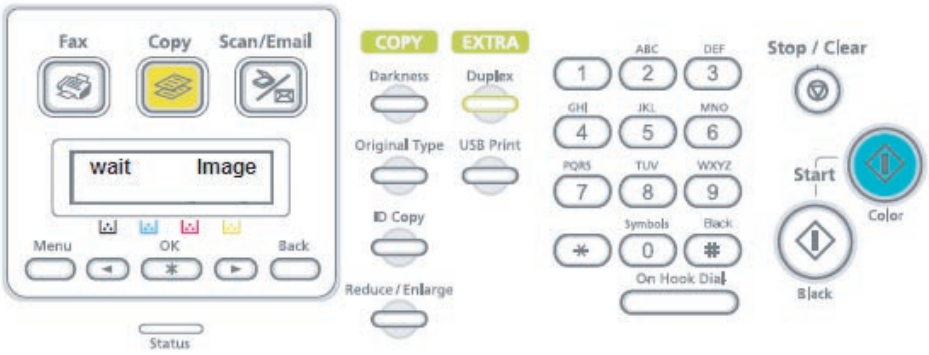
• F/W Upgrade using USB Port

- Make sure connecting Printer to the computer with a USB cable

- Upgrade in Ready mode
  ▶ Send ROM image file via USB cable in Ready mode

- Upgrade in Special mode
  ▶ Power ON with pressing 'STOP key' two times
  ▶ Change LCD message 'Wait Image'
  ▶ Send ROM image file via USB cable

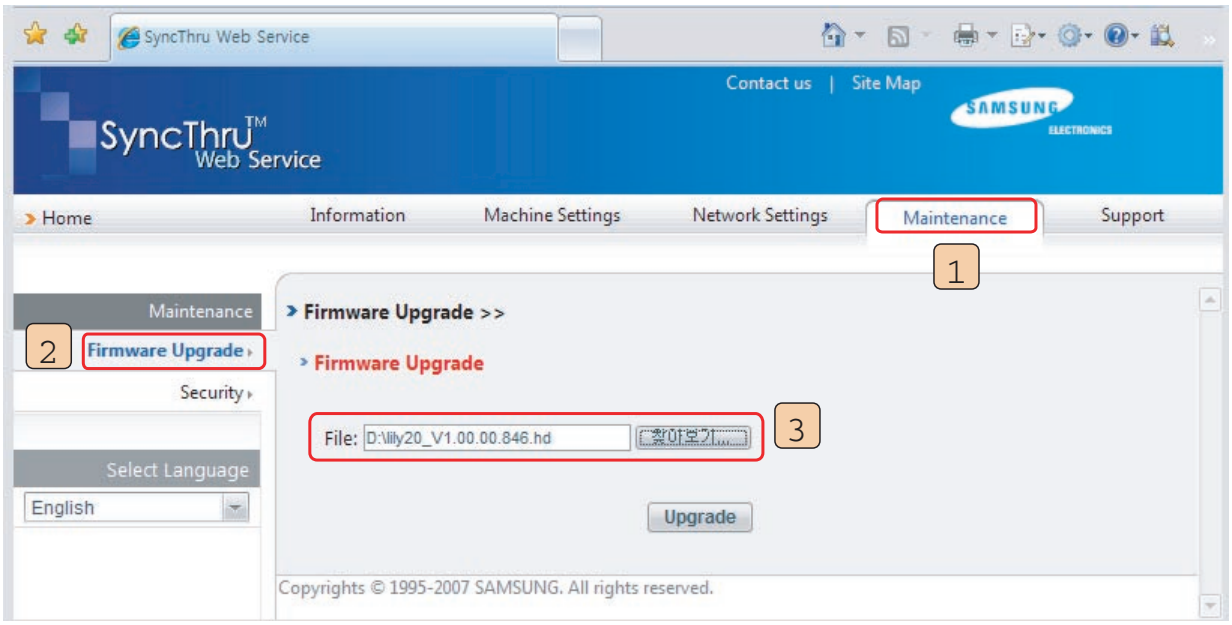


## 2) Using SWS

• F/W upgrade using SWS(SyncThru Web Service)

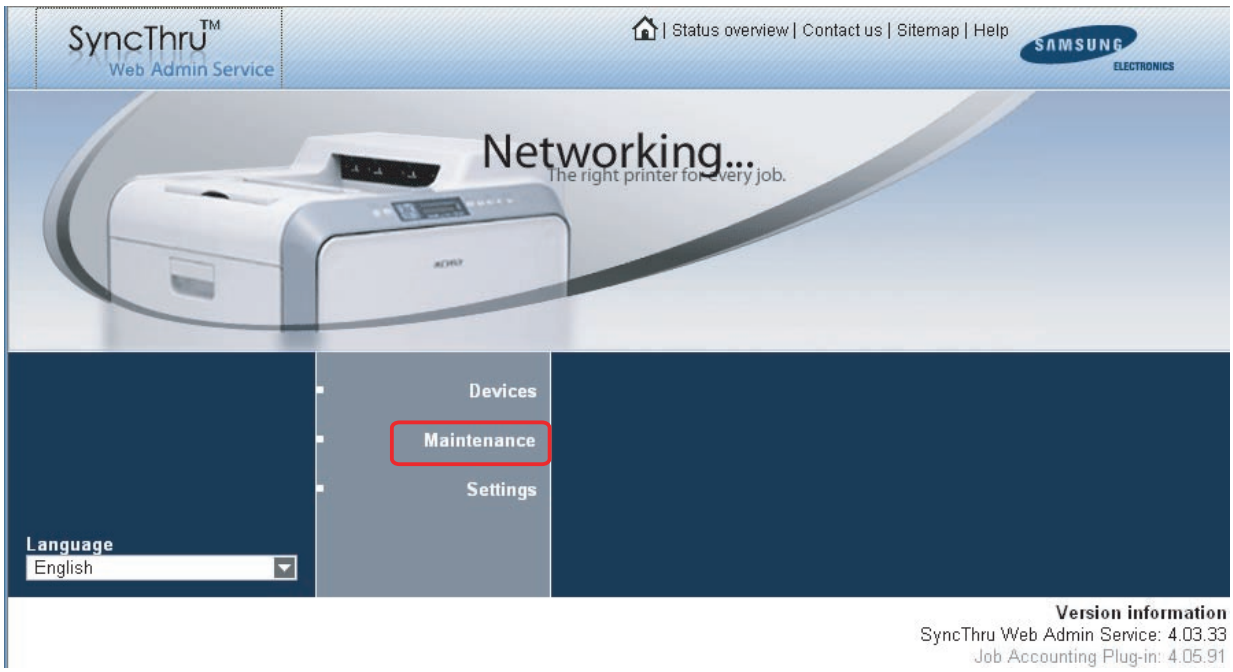
- Home -> Maintenance -> Firmware Upgrade




## 3) Using SWAS

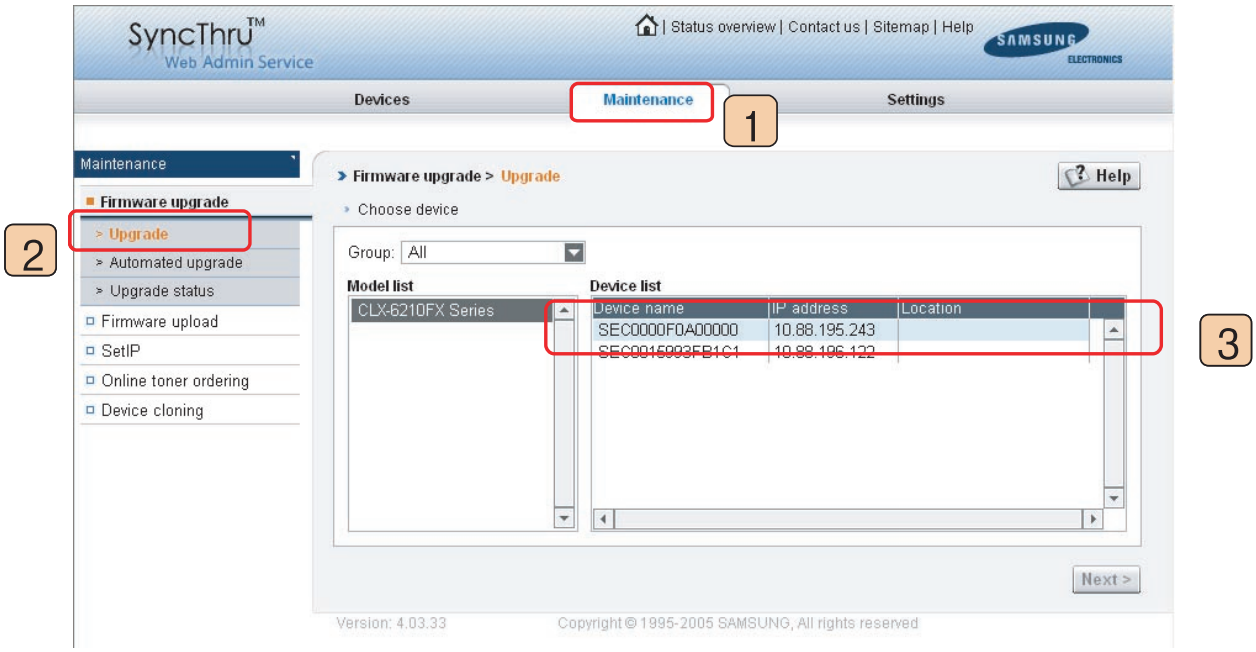
1. F/W upgrade using SWAS (SyncThru Web Admin Service)

- Home -> Maintenance

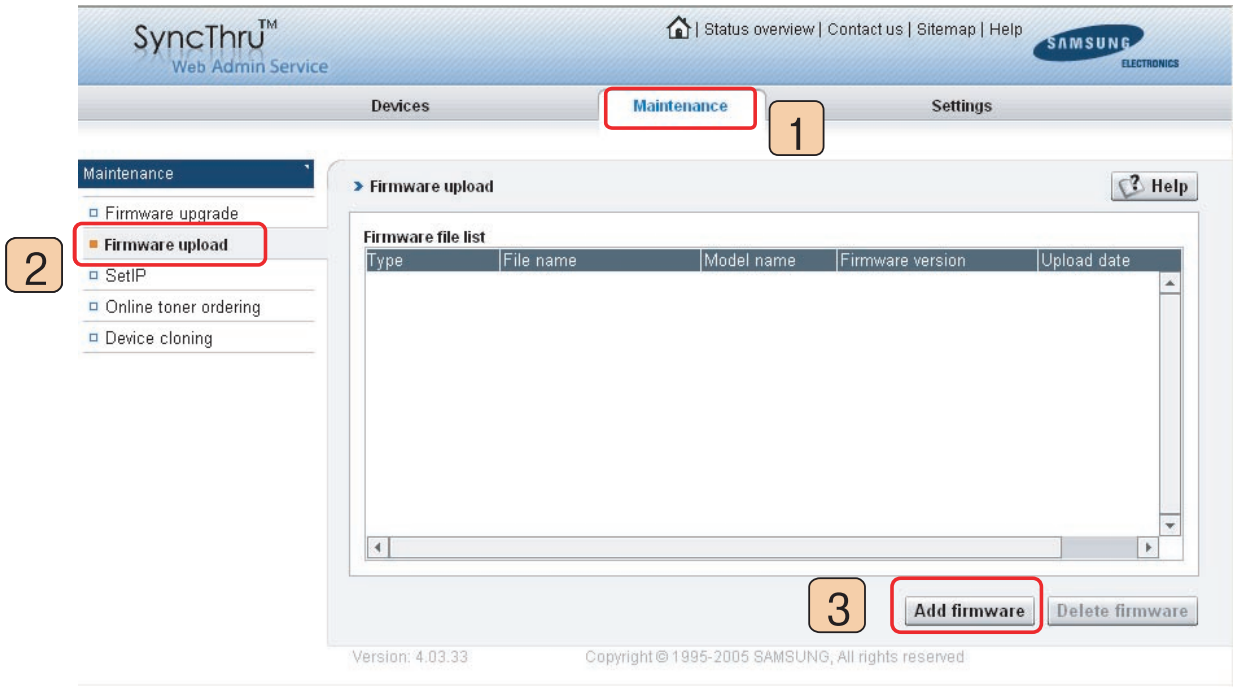


2. F/W upgrade using SWAS (SyncThru Web Admin Service)

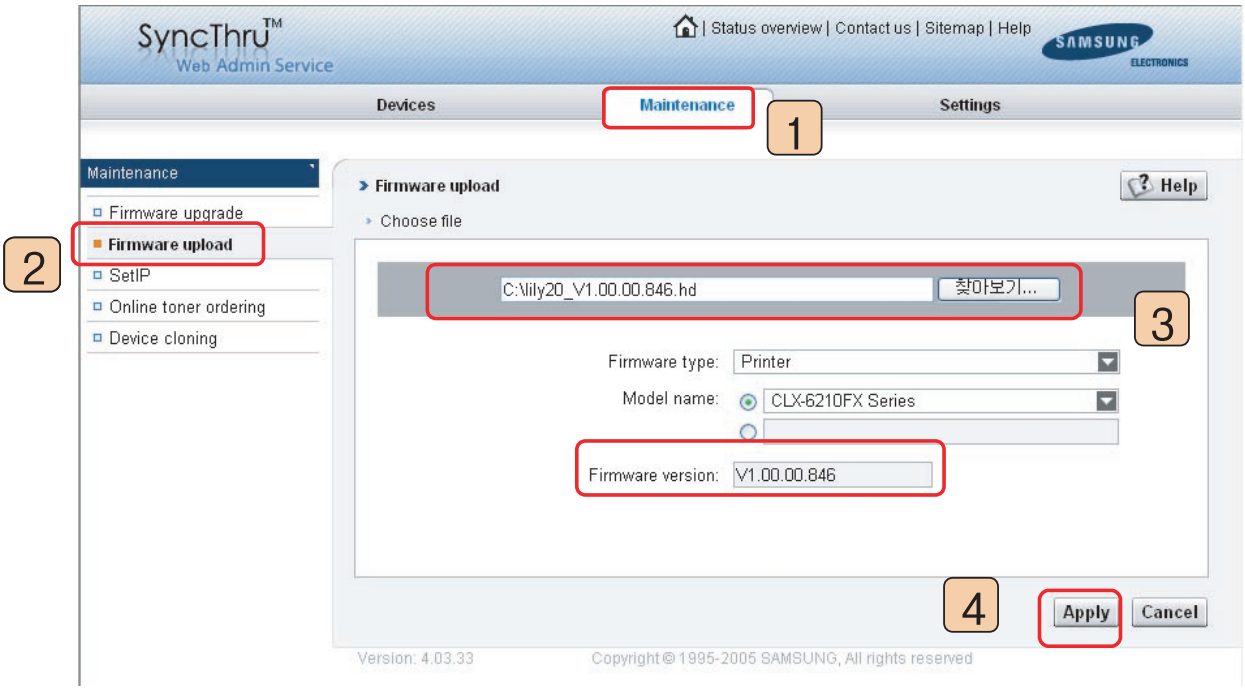
① Firmware Upgrade -> Upgrade (check device using IP address)



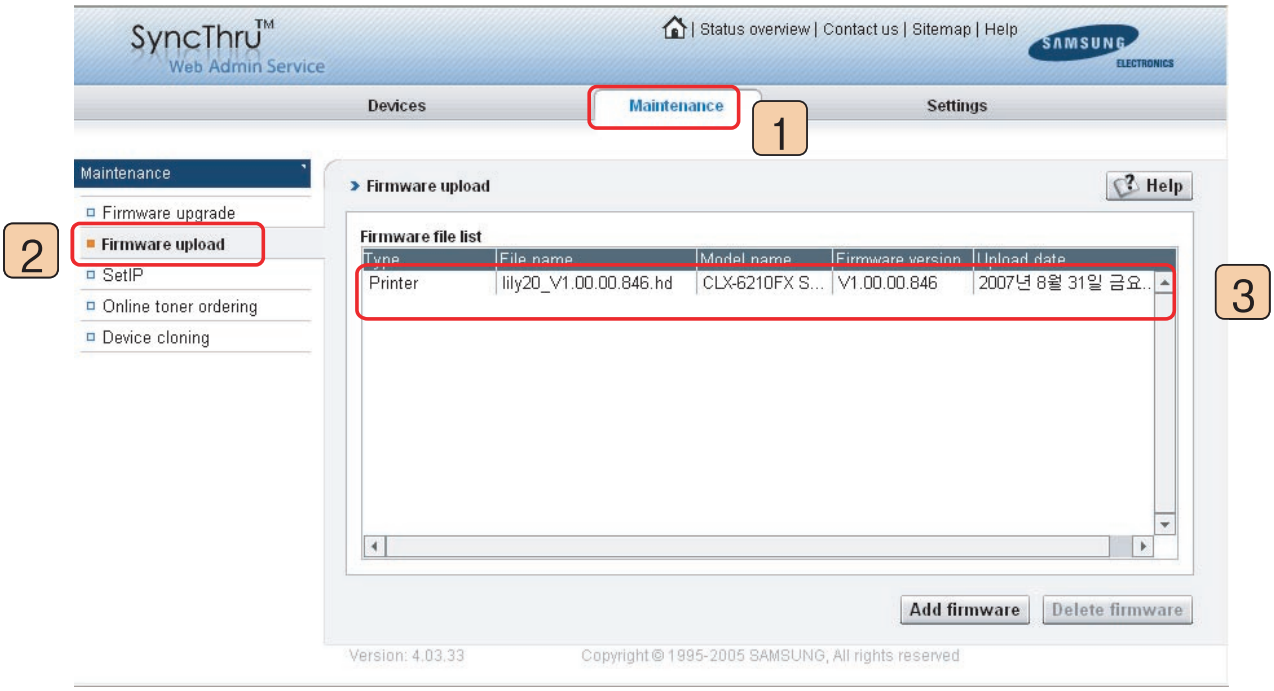

② Maintenance -> Firmware upload (register firmware)



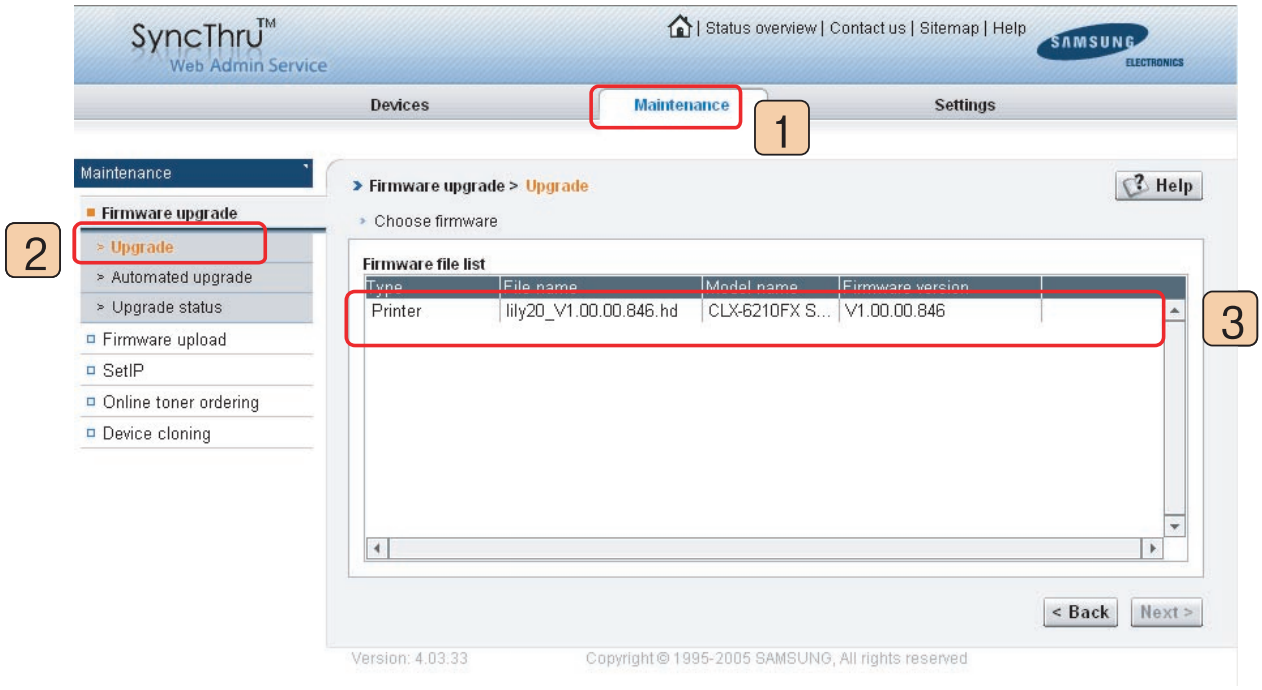
③ Maintenance -> Firmware Upload (upload firmware)



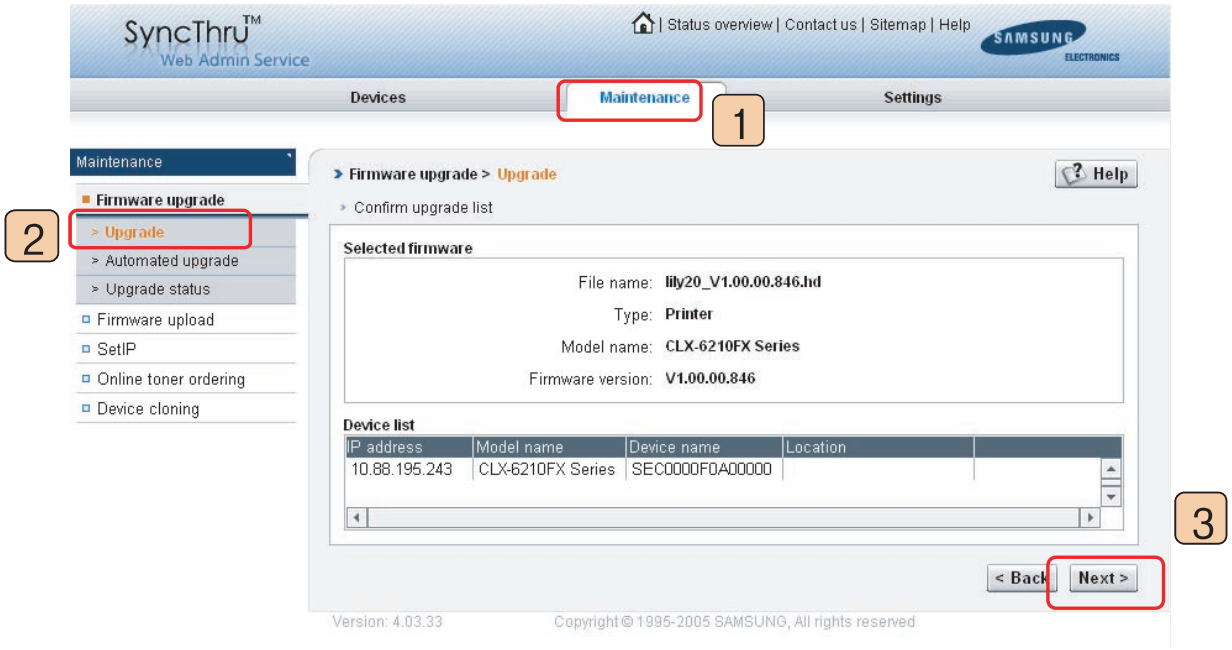

④ Maintenance -> Firmware Upload (confirm uploaded firmware)



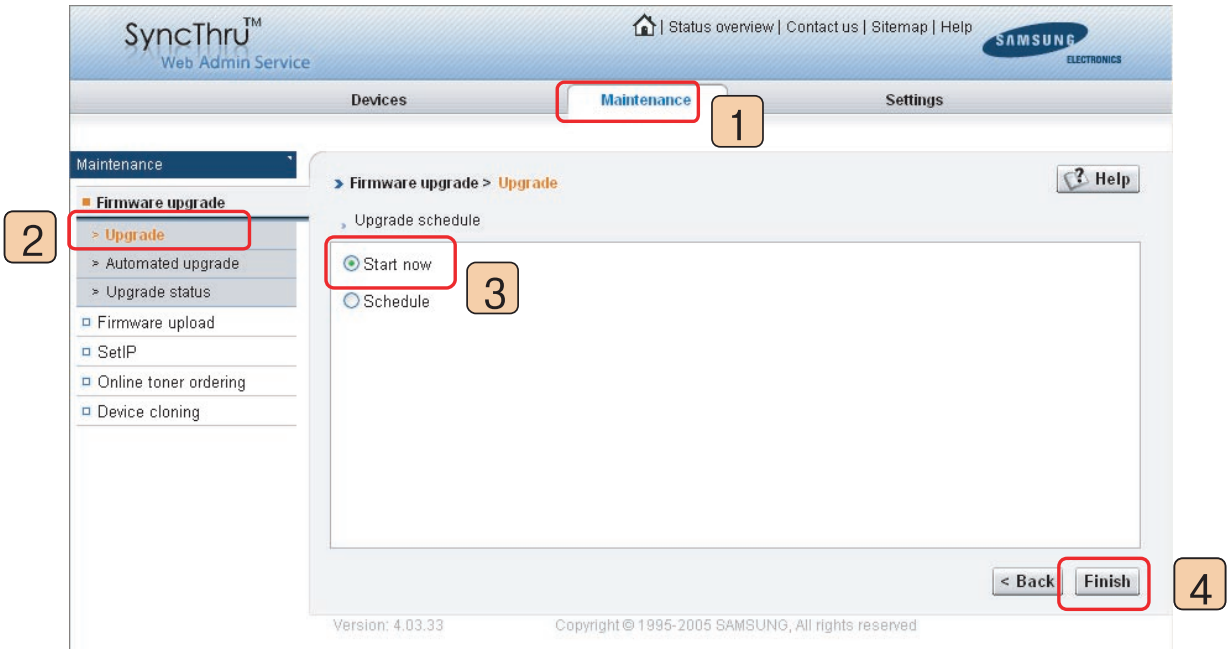
⑤ Maintenance -> Firmware Upgrade -> Upgrade (choose firmware)



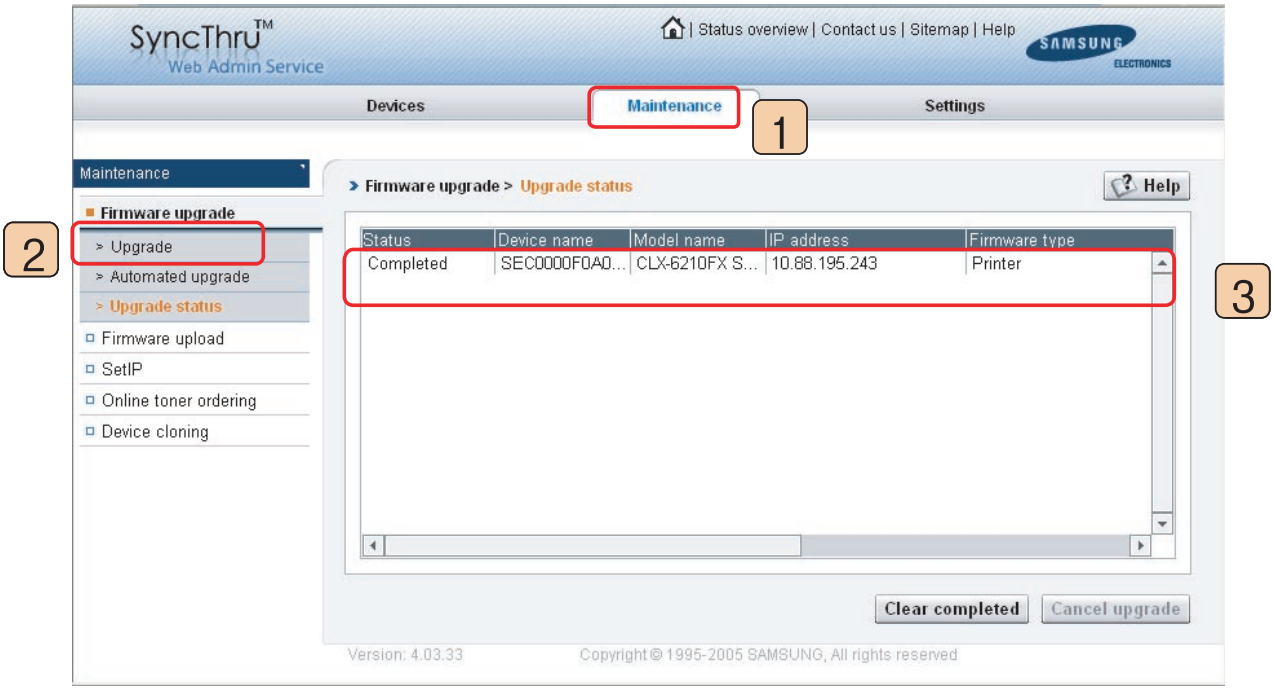

⑥ Maintenance -> Firmware Upgrade -> Upgrade (choose firmware)



⑦ Maintenance -> Firmware Upgrade -> Upgrade




⑧ Maintenance -> Firmware Upgrade -> Upgrade (Done)



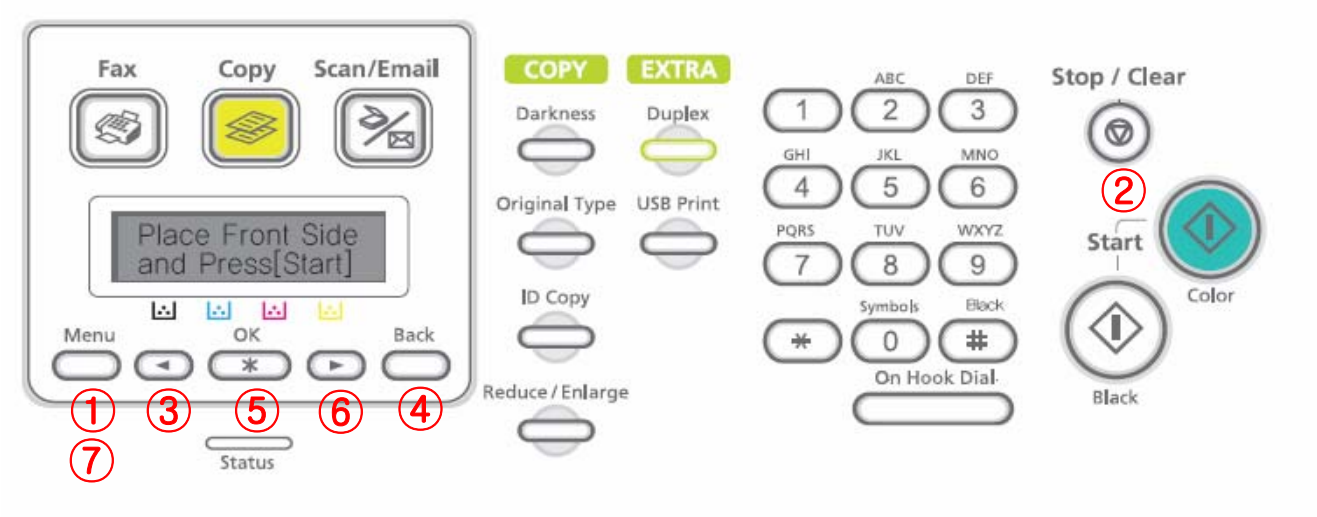
## 4.1.5.6 EDC Mode

### ■ Method to enter

1. Power – On the printer, and wait until the “READY” message appearing on LCD Panel.
2. Push button like next time “Menu → Stop → Left arrow → Back → OK → Right arrow → Menu”

Note - When pressing the button, you have to finish whole sequence as soon as possible. (within 3 seconds)

3. “COMPONEMT TEST Press Menu Key”




### ■ Keys

| Key | Description |
|---|---|
| Menu | Move to the top menu |
| Left Arrow | Move test item |
| OK | Start testing or select Sub-item |
| Right arrow | Move test item |
| Back | Move upper menu |
| Stop | Stop testing |

### ■ EDC Menu

#### 0. Cover Status

| Item | Description |
|---|---|
| Top Cover | When a top cover opened, “Open” message display LCD. If the top cover closed, “Closed” message display LCD |
| Tray2 Door | When a tray2 door opened, “Open” message display LCD. If the tray2 door closed, “Closed” message display LCD |

## 1. Sensor Status

| Item | Description |
|---|---|
| Regi. Sensor | If actuator is checked by sensor, "Without Paper" message will be displayed. if not, "With Paper" will be. |
| Exit Sensor | If actuator is checked by sensor, "Without Paper" message will be displayed. if not, "With Paper" will be. |
| MP Empty | If paper exists in the MP tray, "With Paper" will be displayed. If not, "Without Paper" will be. |
| T1 Paper Empty | If paper exists in the 1st tray, "With Paper" will be displayed. If not, "Without Paper" will be. |
| T2 Paper Empty | If paper exists in the 2nd tray, "With Paper" will be displayed. If not, "Without Paper" will be. |
| Rev. Swing Sensor | If actuator is checked by sensor, "Without Paper" message will be displayed. if not, "With Paper" will be. |
| Rev. Exit Sensor | If actuator is checked by sensor, "Without Paper" message will be displayed. if not, "With Paper" will be. |

## 2. Motor Test

| Item | Description |
|---|---|
| Main Mtr Nor. | If “OK” key is pushed after “ON” displayed, motor will be run. Main motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| Dev Mtr Nor. | If “OK” key is pushed after “ON” displayed, motor will be run. Dev motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| Fuser Mtr Fwd. | If “OK” key is pushed after “ON” displayed, motor will be run forward. Fuser motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| Fuser Mtr Bwd. | If “OK” key is pushed after “ON” displayed, motor will be run Backward. Fuser motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| T2 Feed Motor | If “OK” key is pushed after “ON” displayed, motor will be run. T2 feed motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| Reverse Mtr | If “OK” key is pushed after “ON” displayed, motor will be run. Dev motor will auto - stop after 5 seconds and ”OFF” message will be displayed. |

## 3. Fan Test

| Item | Description |
|---|---|
| Fuser Fan | If “OK” key is pushed after “ON” displayed, fan will be run. Fuser fan will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| SMPS Fan | If “OK” key is pushed after “ON” displayed, fan will be run. SMPS fan will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| LSU Fan | If “OK” key is pushed after “ON” displayed, fan will be run. LSU fan will auto - stop after 5 seconds and ”OFF” message will be displayed. |
| Reverse Fan | If “OK” key is pushed after “ON” displayed, fan will be run. Reverse fan will auto - stop after 5 seconds and ”OFF” message will be displayed. |

### 4. Clutch/Sol.

| Item | Description |
|---|---|
| T1 P - up Clutch | When "OK" key is pushed after "ON" message displayed, clutch turn on. pick up clutch will be turn off after 5 seconds and "OFF" message will be displayed. |
| T2 P - up Clutch | When "OK" key is pushed after "ON" message displayed, clutch turn on. pick up clutch will be turn off after 5 seconds and "OFF" message will be displayed. (when SCF is not installed, "not installed" message will be displayed ) |
| MP P - up Clutch | When "OK" key is pushed after "ON" message displayed, clutch turn on. pick up clutch will be turn off after 5 seconds and "OFF" message will be displayed. |
| K Dev. Clutch | When "OK" key is pushed after "ON" message displayed, clutch turn on. K - clutch will be turn off after 5 seconds and "OFF" message will be displayed. |

### 5. Fuser Ctrl

| Item | Description |
|---|---|
| Fuser1 Control | Fuser 1 on and off. "ON" is selected, fuser will be active and display the fuser temperature [XXX] but "OFF" is selected, fuser will be stop and [0] display |
| Fuser2 Control | Fuser 2 on and off. "ON" is selected, fuser will be active and display the fuser temperature [XXX] but "OFF" is selected, fuser will be stop and [0] display |
| Fuser Temp.A | Fuser1 temperature displayed on LCD (example: [251] ) |
| Fuser Temp.B | Fuser2 temperature displayed on LCD (example: [251] ) |

### 6. LSU Control

| Item | Description |
|---|---|
| LD Power Y | When "OK" key is pushed after "ON" message displayed, "OFF" message will be displayed after 5 seconds |
| LD Power M | When "OK" key is pushed after "ON" message displayed, "OFF" message will be displayed after 5 seconds |
| LD Power C | When "OK" key is pushed after "ON" message displayed, "OFF" message will be displayed after 5 seconds |
| LD Power K | When "OK" key is pushed after "ON" message displayed, "OFF" message will be displayed after 5 seconds |
| LSU Motor | If "OK" key is pushed after "ON" displayed, motor will be run. LSU motor will auto - stop after 5 seconds and "OFF" message will be displayed. |

## 7. DEV Control

| Item | Description |
|---|---|
| Charger | If “OK” key is pushed after “ON” displayed, Charger voltage will be turned on. |
| Dev DC Y | If “OK” key is pushed after “ON” displayed, Dev DC Y will be turned on. |
| Dev DC M | If “OK” key is pushed after “ON” displayed, Dev DC M will be turned on. |
| Dev DC C | If “OK” key is pushed after “ON” displayed, Dev DC C will be turned on. |
| Dev DC K | If “OK” key is pushed after “ON” displayed, Dev DC K will be turned on. |
| Dev AC Y | If “OK” key is pushed after “ON” displayed, Dev AC Y will be turned on. |
| Dev AC M | If “OK” key is pushed after “ON” displayed, Dev AC M will be turned on. |
| Dev AC C | If “OK” key is pushed after “ON” displayed, Dev AC C will be turned on. |
| Dev AC K | If “OK” key is pushed after “ON” displayed, Dev AC K will be turned on. |
| Dev TR Y | If “OK” key is pushed after “ON” displayed, Dev TR Y will be turned on. |
| Dev TR M | If “OK” key is pushed after “ON” displayed, Dev TR M will be turned on. |
| Dev TR C | If “OK” key is pushed after “ON” displayed, Dev TR C will be turned on. |
| Dev TR K | If “OK” key is pushed after “ON” displayed, Dev TR K will be turned on. |
| P Charger | If “OK” key is pushed after “ON” displayed, Paper Charger will be turned on. |

## 8. Reset Param

| Item | Description |
|---|---|
| Reset Color Reg | “YES” is Selected, reset color registration starts. |

(Take care of this menu because all color regi. data is initialized.)

## 9. Print Test

| Item | Description |
|---|---|
| Pattern Print | “YES” is Selected, pattern printing starts. |

## 4.1.5.7 Tech Mode

### ■ How to Enter Tech Mode

In service (tech) mode, the technician can check the machine and perform various test to isolate the cause of a malfunction.
While in Tech mode, the machine still performs all normal operations.

To enter the Tech mode, press "Menu → # → 1 → 9 → 3 → 4 → Menu" in sequence, and the LCD briefly displays 'TECH Menu', the machine has entered service (tech) mode.

| Depth 1 | Depth 2 | Depth 3 | Depth 4 |
|---|---|---|---|
| Data Setup | Send Level | -9~-15 | -12 |
| | DTMF Level | [Hi]=xx,[Lo]=xx | |
| | Pause Time | 0~9 | |
| | Dial Mode | Tone,Pulse | Tone |
| | Modem Speed | 33.6, 28.8, 14.4, 12.0, 9.6, 4.8 | 33.6 |
| | Error Rate | 5%, 10% | 10% |
| | RDS | Criteria.Value | Pages[1~9999] |
| | | | Day[1~9999] |
| | | Service Number | [1-5] |
| | | RDS Password | Enter Password |
| | Clear All Mem. | | |
| | Count Clear | Fuser | |
| | | Tray1 Roller | |
| | | Tray2 Roller | |
| | | MP Tray Roller | |
| Machine Test | Switch Test | REDUCE_PANEL | |
| | Modem Test | COMPLETE_PANEL | |
| | ContinuousDial | Enter Number | |
| | Dram Test | | |
| | Rom Test | | |
| | Shading Test | Adjust Shading? | Shading&Print |
| | | | Print Data |
| Report | All Report | | |
| | Protocol | | |
| | Configuration | | |
| | Error Info | | |
| | Usage Page | | |
| | Component Check | | |
| | Supplies Info | | |
| | Service Support (ex) Test Page, Usage Profile, Online Support | | |

## ● Data Setup

### SEND LEVEL

You can set the level of the transmission signal. Typically, the Tx level should be under -12 dBm.

Caution : The Send Fax Level is set at the best condition in the shipment from factory. Never change settings arbitrarily.

### DIAL MODE

This function can choose dial method.

*Default : Dial(Dial/Pulse)

### MODEM SPEED

You can set the maximum modem speed.

Communication is done with modem speed automatically set at lower speed when communicating with a slower speed modem since communication is done on the standard of the side where modem speed is low for transmission/reception. It is best set 33.6Kbps as default setting.

### ERROR RATE

When the error rate is about exceed the set value, the Baud rate automatically adjusts to 2400 bps.

This ensures that the error rate remains below the set value.

You can select the rate between 5% and 10%.

### CLEAR ALL MEMORY

The function resets the system to factory default settings.

This function is used to reset the system to the initial value when the product is functioning abnormally. All the values are returned to the default values, and all the information, which was set by the user, will be erased.

**< Method >**

1. Select the [MEMORY CLEAR] at the TECH MODE.
2. Push the ENTER button.
3. Select you country. (There are four country groups. Refer to the table below.)
4. Push the ENTER button then it will clear all memory.

NOTICE : Always perform a memory clear after replacing the main board. Otherwise, the system may not operate properly.

## ● Machine Test

**SWITCH TEST**

Use this feature to test all keys on the operation control panel. The result is displayed on the LCD window each time you press a key.

**MODEM TEST**

Use this feature to hear various transmission signals to the telephone line from the modem and to check the modem. If no transmission signal sound is heard, it means the modem part of the main board malfunctioned.

**DRAM TEST**

Use this feature to test the machine's DRAM. The result appears in the LCD display.
If all memory is working normally, the LCD shows << O K >>

**ROM TEST**

Use this feature to test the machine'S ROM. The result and the software version appear in the LCD display.

**PATTERN TEST**

Using this pattern printout, you can check if the printer mechanism is functioning properly.
It is needed in the production progress. Service person doesn't need to use it.

**SHADING TEST**

The function is to get the optimum scan quality by the specific character of the CCD(Charge Coupled Device). If the copy image quality is poor, perform this function to check the condition CCD unit.

**< Method >**

1. Select the [ADJUST SHADING] at the TECH MODE.
2. Push the SET UP button then an image will be scanned.
3. After the scan, CCD SHADING PROFILE will be print out.
4. If the printed image is different to the image, the CCD is defect.

NOTICE : When you test CCD, make sure that the cover is closed.

## 4.1.6 Error Message

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' meaning and correct the problem if necessary. Messages and their meanings are listed in alphabetical order.

- xxx indicates the media type.
- yyy indicates the tray.

| Message | Meaning | Suggested Solution |
|---|---|---|
| [COMM. Error] | The machine has a communication problem. | Ask the sender to try again. |
| [Incompatible] | The machine has received a fax from which is registered as a junk fax. | The received fax data will be deleted. Reconfirm junk fax setup. |
| [Line Error] | Your machine cannot connect with the receiving fax machine or has lost contact because of a problem with the phone line. | Try again. If the problem persists, wait an hour or so for the line to clear and try again. Or, turn the ECM mode on. |
| [No Answer] | The receiving fax machine has not answered after several redial attempts. | Try again. Make sure that the receiving machine is operational. |
| [Stop Pressed] | Stop/Clear has been pressed during an operation. | Try again. |
| [yyy] Paper Empty | There is no paper in the tray. | Load paper in the tray. |
| [yyy] Paper Mismatch | The paper size specified in the printer properties does not match the paper you are loading. | Load the correct paper in the tray. |
| [yyy] Cassette Out | The tray cassette is not properly closed. | To close the tray, lower the rear edge, align it with the slot, and slide it into the printer. |
| Adjusting... Registration | The machine is adjusting the color registration | Wait a few minutes. |
| Authentication Failure | The ID or password you entered is incorrect. | Enter the correct ID or password. |
| Cancel? ◀ Yes ▶ | Your machine's memory has become full while trying to store an original into memory. | To cancel the fax job, press the OK button to accept Yes. If you want to send those pages that have been successfully stored, press the OK button to accept No. You should send the remaining pages later, when memory is available. |
| Connection Error | Connection with the SMTP server failed. | Check the server settings and the network cable. |
| Connection Failed | The protocol you have entered is not supported or server port is wrong. | Check the protocol or server port. |
| DADF Cover Open Error | The DADF cover is not securely latched. | Close the DADF cover until it locks into place. |
| Data Read Fail Check USB Mem. | Time expired while reading data. | Try again. |

| Message | Meaning | Suggested Solution |
|---|---|---|
| Data Write Fail Check USB Mem. | Storing to the USB memory failed. | Check the available USB memory space. |
| Document Jam | The loaded original has jammed in the DADF (or ADF). | Clear the jam. |
| Door Open/Check Transfer Belt | The front cover is not securely latched. | Close the cover until it locks into place. |
| Duplex Jam 0 Check Inside | Paper has jammed during duplex printing. This is applicable only to machines with this feature. | Clear the jam. |
| Duplex Jam 1 Open/Close Door | Paper has jammed during duplex printing. This is applicable only to machines with this feature. | Clear the jam. |
| Enter Again | You entered an unavailable item. | Enter the correct item again. |
| File Access Denied | Login to the network server was successful. However, access to the file on the network server was denied. | Change the server settings. |
| File Format Not Supported | The selected file format is not supported. | Use the correct file format. |
| File Name Exist | The file name you have entered already exists. | Enter a different file name. |
| File Name Over Limit | The file names you can use are from doc001 to doc999.<br>However, all file names are used already. | Delete unnecessary files. |
| Fuser Fan Locked | There is a problem in the cooling fan of the machine. | Open and then close the front cover. |
| Global Address Not Found | When the device is unable to locate the given address of the Global server. | Check the search ID. |
| Global Query Size Exceeded | This is an error message and displays when the global query size has been exceeded. | There are too many search results. Refine your search by entering more letters. Contact a LDAP server administrator. |
| Global Server Auth Failed | When there is a authentication fail while connecting to the global server this message displays. | Check the authentication account and password. |
| Global Server Not Configured | When no global server is configured, this message displays. | Check the LDAP server configuration settings. |
| Global Server Not Found | When the device is unable to find the Global server. | Check the LDAP server address, The LDAP server address is incorrect, or the server has failed. |
| Global Server Query Timeout | Network Information Center (NIC) failed to get the proper response from the LDAP server within specified time. | Check the LDAP server setting, LDAP server setting is incorrect. |

| Message | Meaning | Suggested Solution |
|---|---|---|
| Global Server Comm Error | This error message displays when there is a communication error between the global server and the device. | Try again.<br>Contact a LDAP Server administrator. |
| Group Not Available | You have tried to select a group location number where only a single location number can be used, such as when adding locations for a Multiple Send operation. | Use a speed dial number or dial a number manually using the number keypad. |
| Install [xxx] | The corresponding part of the machine is not installed. | Install the part into your machine. |
| Invalid [xxx] | The color part of the machine is not for your machine. | Install the a Samsung-genuine part designed for your machine. |
| Install Toner ▼ | The color toner cartridge is not installed. | Install the color toner cartridge. |
| Invalid Toner ▼ | The color toner cartridge you have installed is not for your machine. | Install the a Samsung-genuine color toner cartridge designed for your machine. |
| Invalid Server Address | The server adress you have entered is invalid. | Enter the correct server address. |
| IP Conflict | The network IP address you have set is being used by someone else. | Check the IP address and reset it if necessary. |
| Line Busy | The receiving fax machine did not answer or the line is already engaged. | Try again after a few minutes. |
| Low Power | The machine is in the previous stage of the power save mode. | When data is received, it switches to on-line automatically. |
| Mail Exceeds Server Support | The mail size is larger than the supported size by SMTP server. | Divide your mail or reduce the resolution. |
| Main Motor Locked | There is a problem in the main motor. | Open and then close the front cover. |
| Load Manually Press Start Key | The multi-purpose tray is empty in manual feed mode. | Load paper in the multi-purpose tray. |
| Memory Full | The memory is full. | Delete unnecessary fax jobs and retransmit after more memory becomes available. Alternatively, split the transmission into more than one operation. |
| MP Tray Paper Jam 0 | Paper has jammed in the feeding area of the multi-purpose tray. | Clear the jam. |
| Network Error | There is a problem with the network. | Contact your network administrator. |
| Not Assigned | The speed button or speed dial number you tried to use has no number assigned to it. | Enter the number manually using the number keypad or store the number or address. |

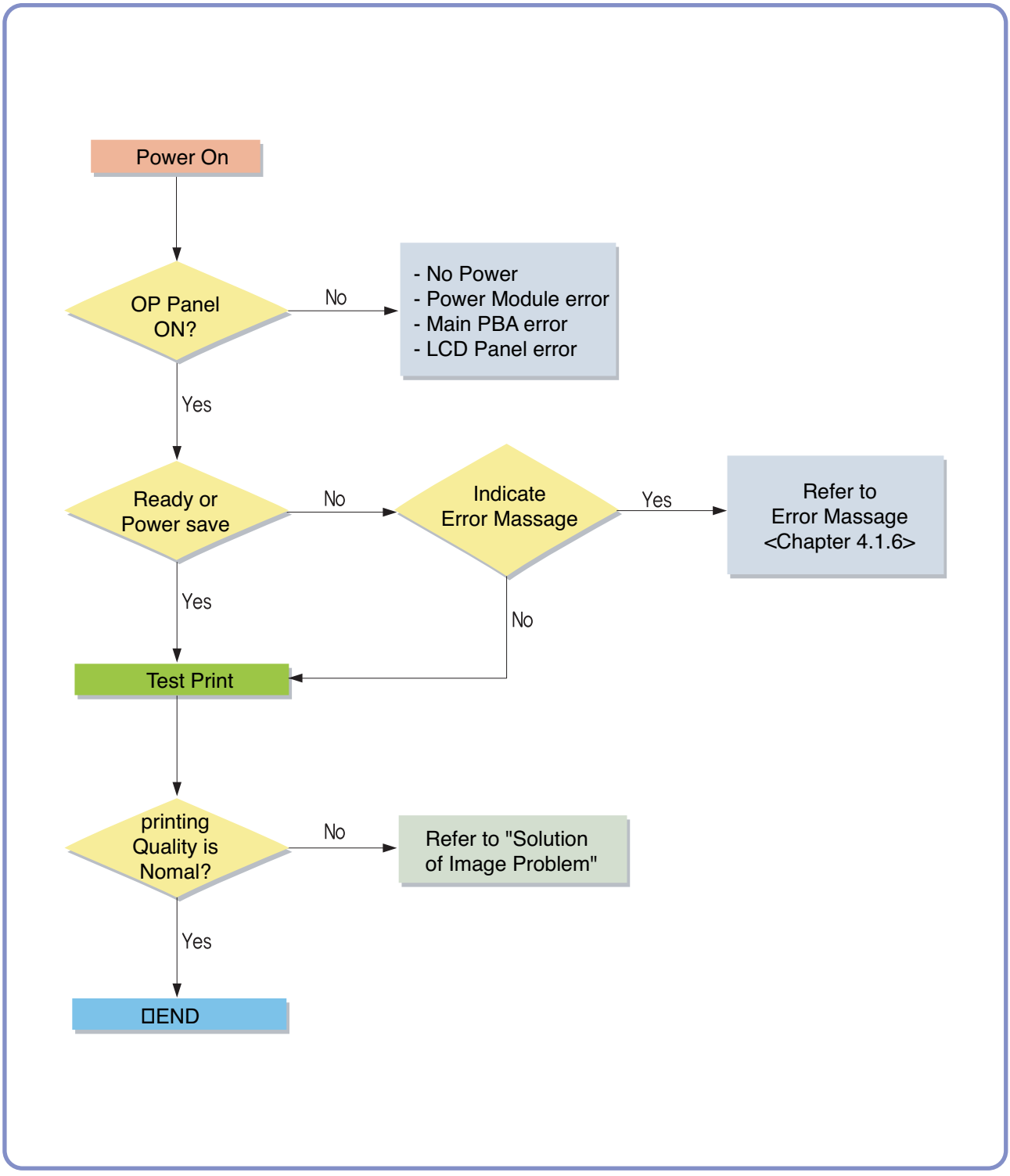
| Message | Meaning | Suggested Solution |
|---|---|---|
| Not Available<br>Try Again Later | Can not perform the task immediately because too many tasks are running at once. | Try again when current task is completed. |
| NonSAMSUNG<br>Toner<br>▼ | The color toner cartridge which the arrow indicates is not a Samsung-genuine cartridge. Press OK to toggle the message to Stop or Continue.<br>◀ Stop ▶ | You can select either Stop or Continue with the left/right arrow.<br>If you select Stop by pressing OK on the control panel, the machine stops printing.<br>If you select Continue, the machine keeps printing, but the quality cannot be guaranteed.<br>If you do not select any, the machine will work as Stop is selected.<br>Replace the corresponding toner cartridge with a Samsung-genuine cartridge. |
| One Page is<br>Too Large | Single page data exceeds the configured mail size. | Reduce the resolution and try again. |
| Operation<br>Not Assigned | You are in the Add Page/Cancel Job operation, but there are no jobs stored. | Check the display to see if there are any scheduled jobs. |
| Out-Bin Full | The output tray of the machine is full of paper. | Remove paper. |
| Paper Jam 0<br>Open/Close Door | Paper has jammed in the feeding area of the tray. | Clear the jam. |
| Paper Jam 1<br>Open/Close Door | Paper has jammed inside the machine. | Clear the jam. |
| Paper Jam 2<br>Check Inside | Special print media has jammed in the paper exit area. | Clear the jam. |
| Power Failure | Power has turned off then on and the machine's memory has not been back up. | The job which you were trying to do before the power failure must be completely re-done. |
| Remove Paper<br>in Rear Cover | Paper has jammed in the paper rear cover area. | Clear the jam. |
| Refilled Toner<br>▼ | The toner cartridge you have installed is not genuine or refilled. | The print quality may get poor if the refilled toner cartridge is installed, since its characteristics may significantly differ from the genuine.<br>We recommend Samsung-genuine color toner cartridge. |
| Replace Toner<br>▼ | This message appears between Toner Empty and Toner Low status. | Replace the toner cartridge with a new one. |
| Replace<br>[xxx] | The life of the part expires totally. | Replace the part with a new one. |
| Replace<br>[xxx] Soon | The life of the part expires soon. | Replace the part with a new one. |
| Retry Redial? | The machine is waiting for a specified time interval to redial a previously busy station. | You can press OK to immediately redial, or Stop/Clear to cancel the redial operation. |

| Message | Meaning | Suggested Solution |
|---|---|---|
| Reverse Jam 0<br>Check Inside | Paper has jammed in the paper fuser area and In the cover of reverse unit area. | Clear the jam. |
| Reverse Jam 1<br>Check Inside | Paper has jammed In the cover of reverse unit area or in the rear cover. | Clear the jam. |
| Scanner locked | The scanner module is locked | Unlock the scanner and press Stop/Clear. |
| Self Diagnostics<br>Temperature | The engine in your machine is checking problems detected. | Wait a few minutes. |
| Self Diagnostics<br>LSU | The LSU (Laser Scanning Unit) in your machine is checking problems detected. | Wait a few minutes. |
| Send Error<br>(AUTH) | There is a problem in SMTP authentication. | Configure the authentication setting. |
| Send Error<br>(DNS) | There is a problem in DNS. | Configure the DNS setting. |
| Send Error<br>(POP3) | There is a problem in POP3. | Configure the POP3 setting. |
| Send Error<br>(SMTP) | There is a problem in SMTP. | Change to the available server. |
| Send Error<br>(Wrong Config) | There is a problem on the network interface card. | Configure your network interface card correctly. |
| Toner Empty<br>▼ | The color toner cartridge has run out.<br>The machine stops printing.<br>Press OK to toggle the message to Stop, Continueor Black Only.<br>◀ Stop ▶<br>If the black toner cartridge is empty, Black Only messagedoes not appear. | You can select the option among Stop, ontinue or Black Only with the left/right arrow.<br>If you select Stop by pressing OK on the control panel, the machine stops printing.<br>If you select Continue, the machine keeps printing, but the quality cannot be guaranteed.<br>If you select Black Only, the machine prints the data in black. In this case, the mono printing feature is preset in the printer properties.<br>When you copy, the Black Start button will be activated only with this condition.<br>If you do not select any, the machine will work as Stop is selected.<br>Replace the color toner cartridge with a new one. |
| Toner Exhausted<br>▼ | The lifespan of the color toner cartridge which the arrow indicates is reached. | This message appears when the toner is completely empty, and your machine stops printing. Replace the corresponding toner cartridge with a Samsung-genuine cartridge. |
| Toner Low<br>▼ | The corresponding color toner cartridge is almost empty. | Take out the toner cartridge and thoroughly shake it. By doing this, you can temporarily reestablish printing operations. |
| Tray 2<br>Paper jam 0 | Paper has jammed In the paper feed area. | Clear the jam. |

# 4.2 Troubleshooting

## 4.2.1 Procedure of Checking the Symptoms

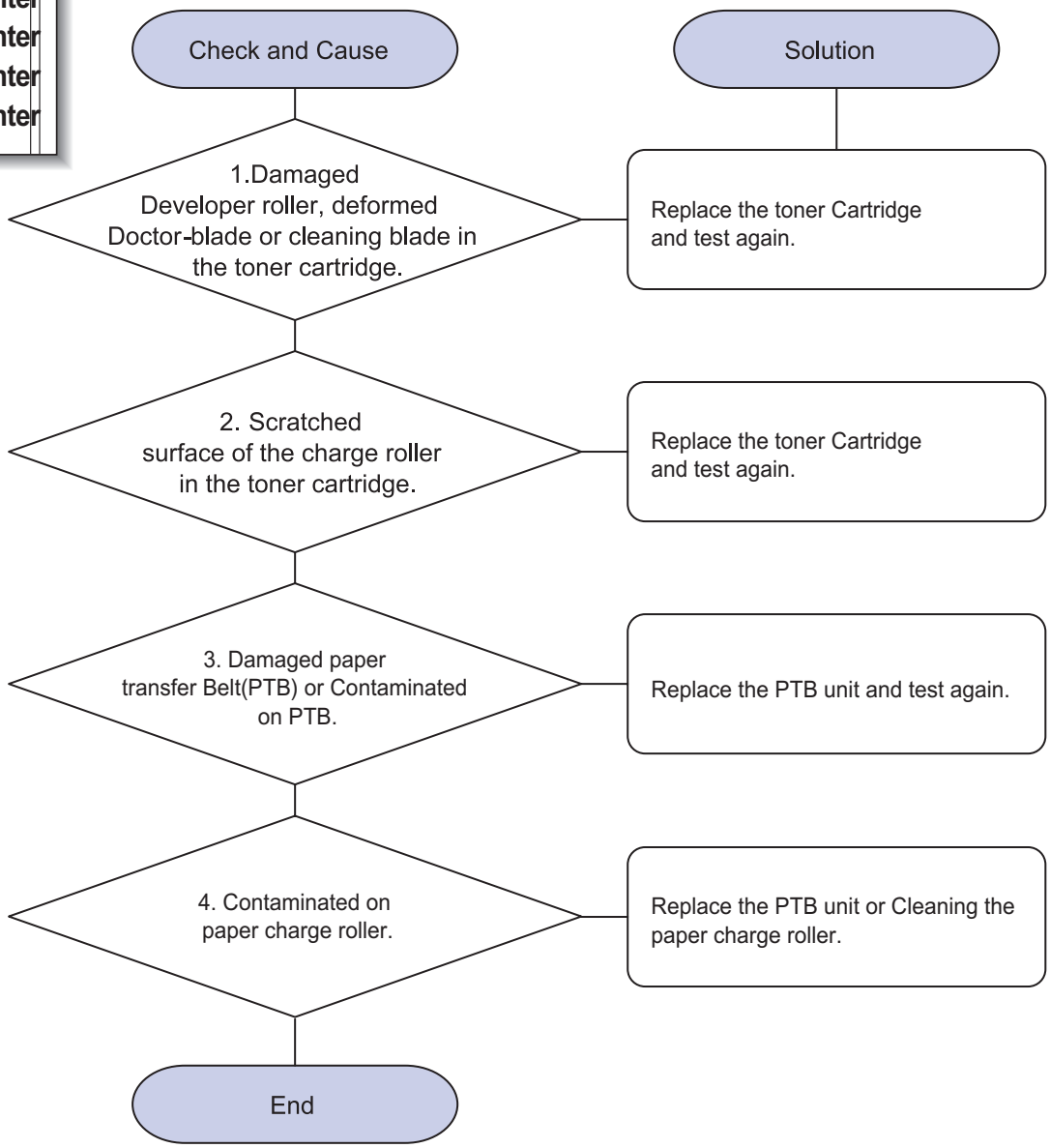
Before attempting to repair the printer first obtain a detailed description of the problem from the customer.



## 4.2.2 The cause and solution of image quality

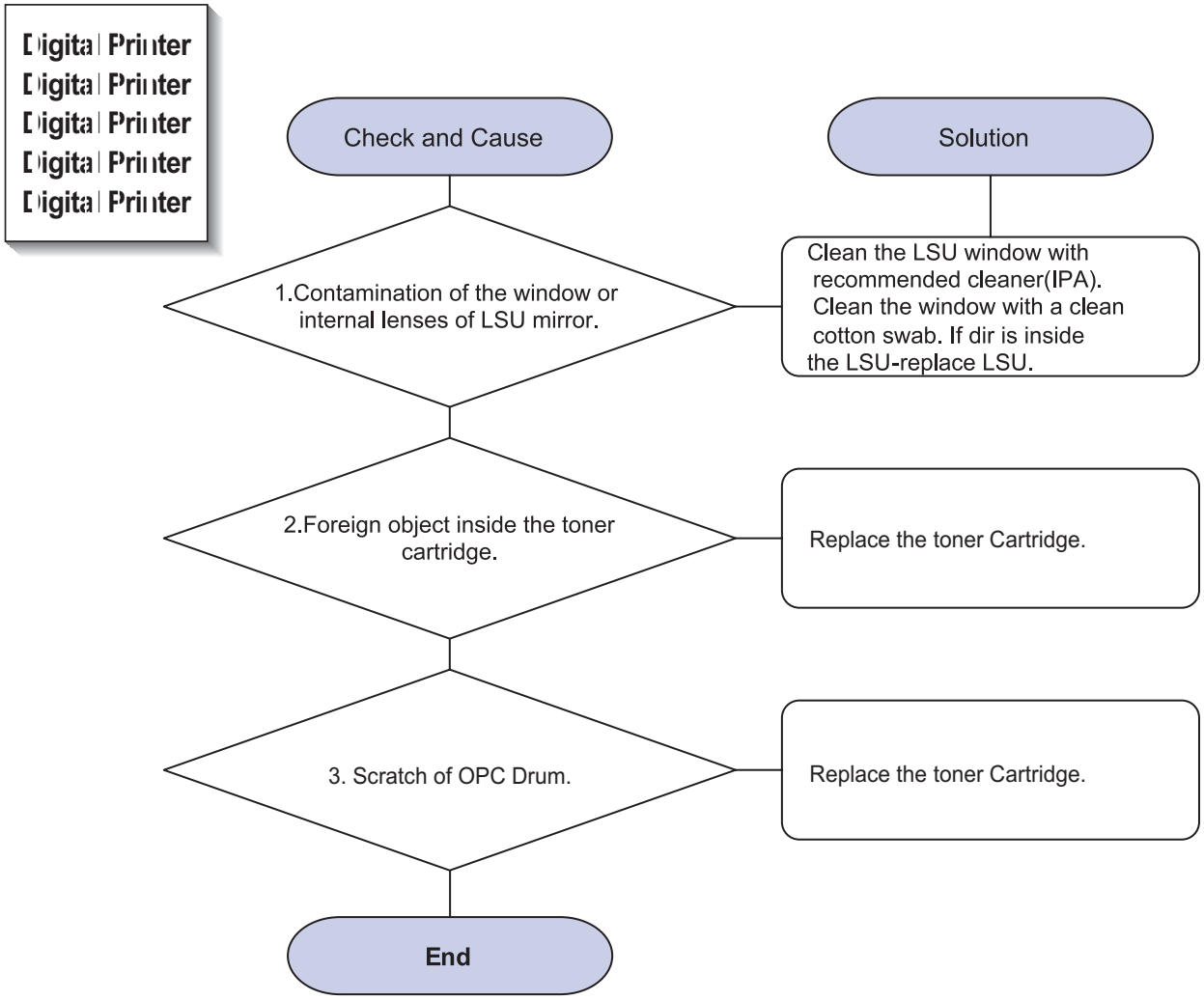
### 1) Vertical Black Line and Band

Description: 1. Straight thin black vertical lines are shown in the print-out.
2. Dark black vertical bands are shown in the print-out.


Check and Cause
Solution
1.Damaged Developer roller, deformed Doctor-blade or cleaning blade in the toner cartridge.
Replace the toner Cartridge and test again.
2. Scratched surface of the charge roller in the toner cartridge.
Replace the toner Cartridge and test again.
3. Damaged paper transfer Belt(PTB) or Contaminated on PTB.
Replace the PTB unit and test again.
4. Contaminated on paper charge roller.
Replace the PTB unit or Cleaning the paper charge roller.
End

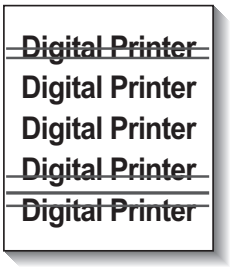
## 2) Vertical White Line

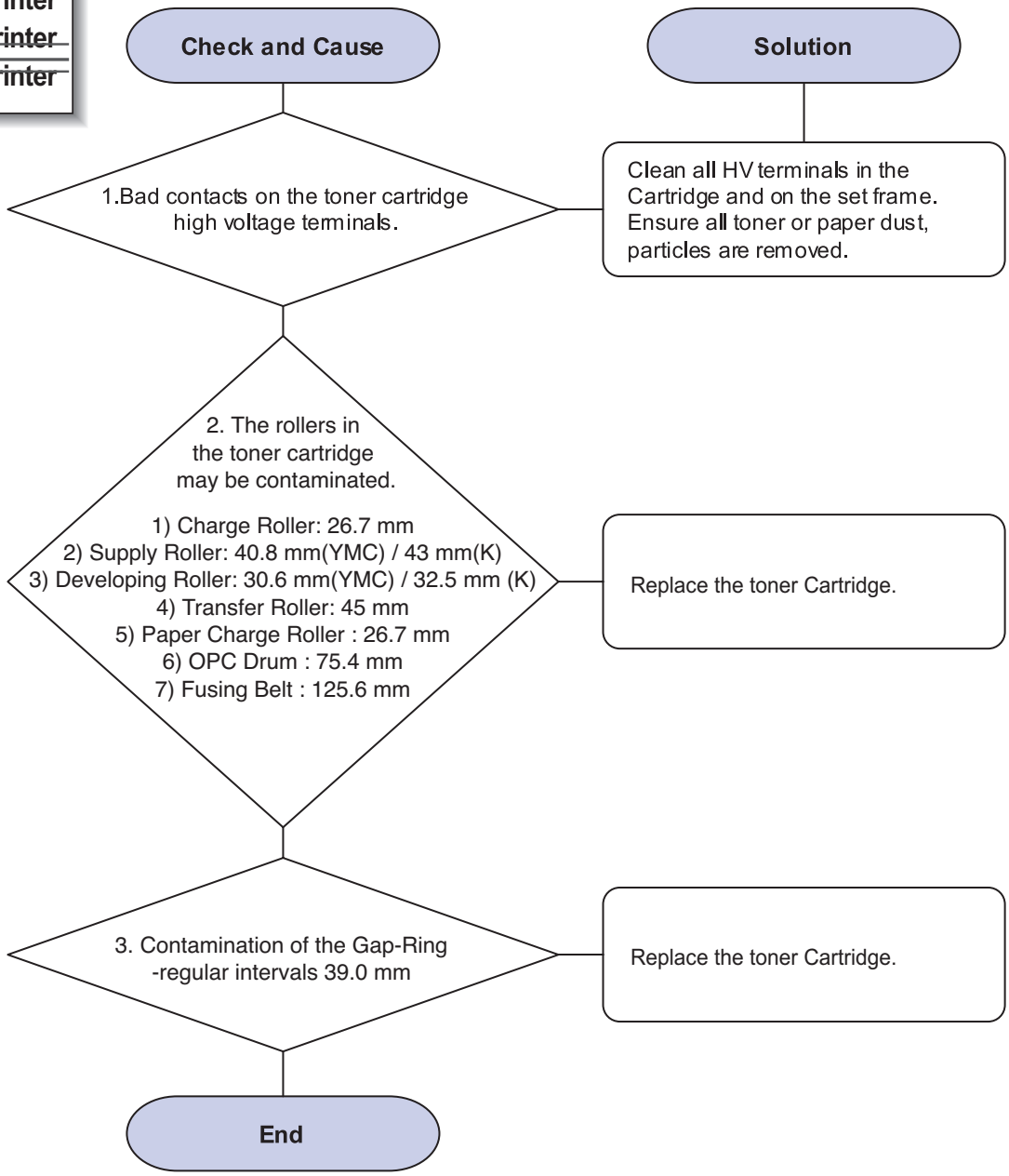
Description: White vertical voids in the image.


Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer
Check and Cause
Solution
1.Contamination of the window or internal lenses of LSU mirror.
Clean the LSU window with recommended cleaner(IPA). Clean the window with a clean cotton swab. If dir is inside the LSU-replace LSU.
2.Foreign object inside the toner cartridge.
Replace the toner Cartridge.
3. Scratch of OPC Drum.
Replace the toner Cartridge.
End

## 3) Horizontal Black Bands

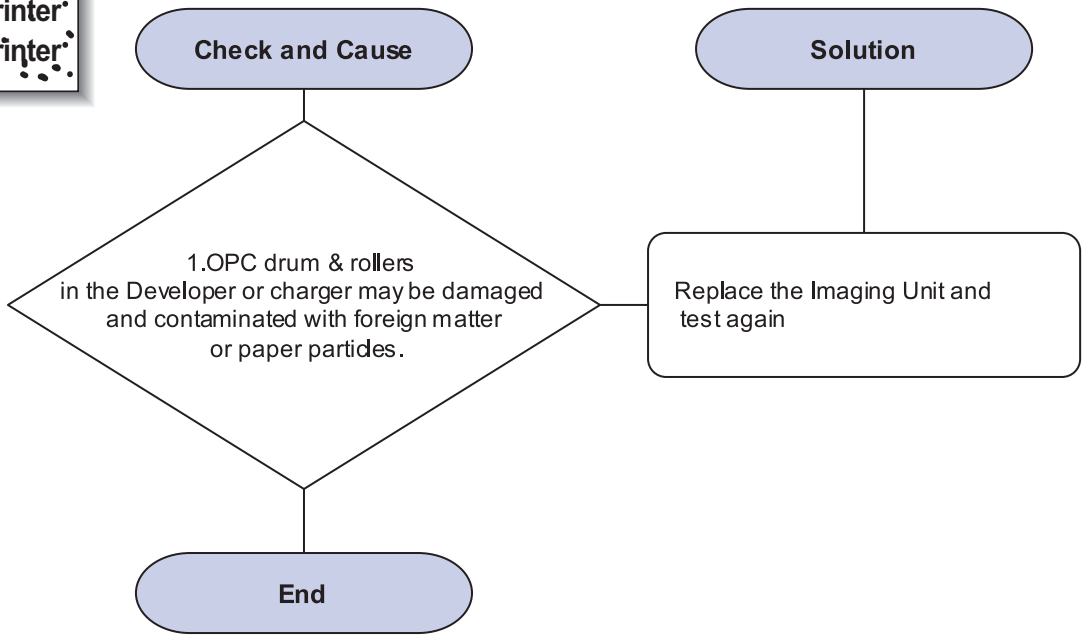
Description: Dark or blurry horizontal stripes occur in the printing periodically
(These may occurs at regular intervals down the page.)





Check and Cause
Solution
1.Bad contacts on the toner cartridge high voltage terminals.
Clean all HV terminals in the Cartridge and on the set frame. Ensure all toner or paper dust, particles are removed.
2. The rollers in the toner cartridge may be contaminated.
1) Charge Roller: 26.7 mm
2) Supply Roller: 40.8 mm(YMC) / 43 mm(K)
3) Developing Roller: 30.6 mm(YMC) / 32.5 mm (K)
4) Transfer Roller: 45 mm
5) Paper Charge Roller : 26.7 mm
6) OPC Drum : 75.4 mm
7) Fusing Belt : 125.6 mm
Replace the toner Cartridge.
3. Contamination of the Gap-Ring -regular intervals 39.0 mm
Replace the toner Cartridge.
End

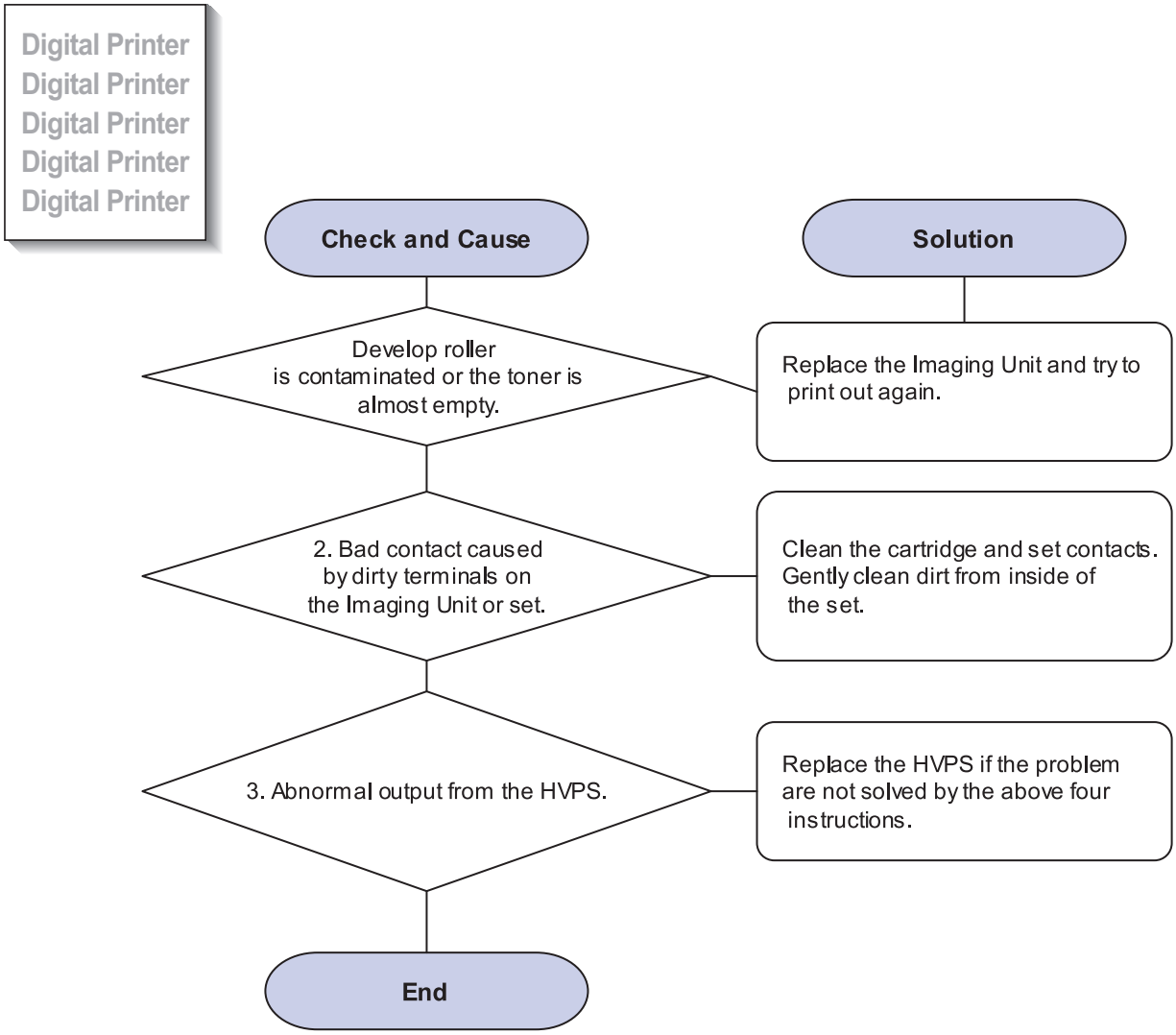
## 4) Black/White Spot

Description: 1. Dark or blurry spots occur periodically in the printing
2. White spots occur periodically in the printing



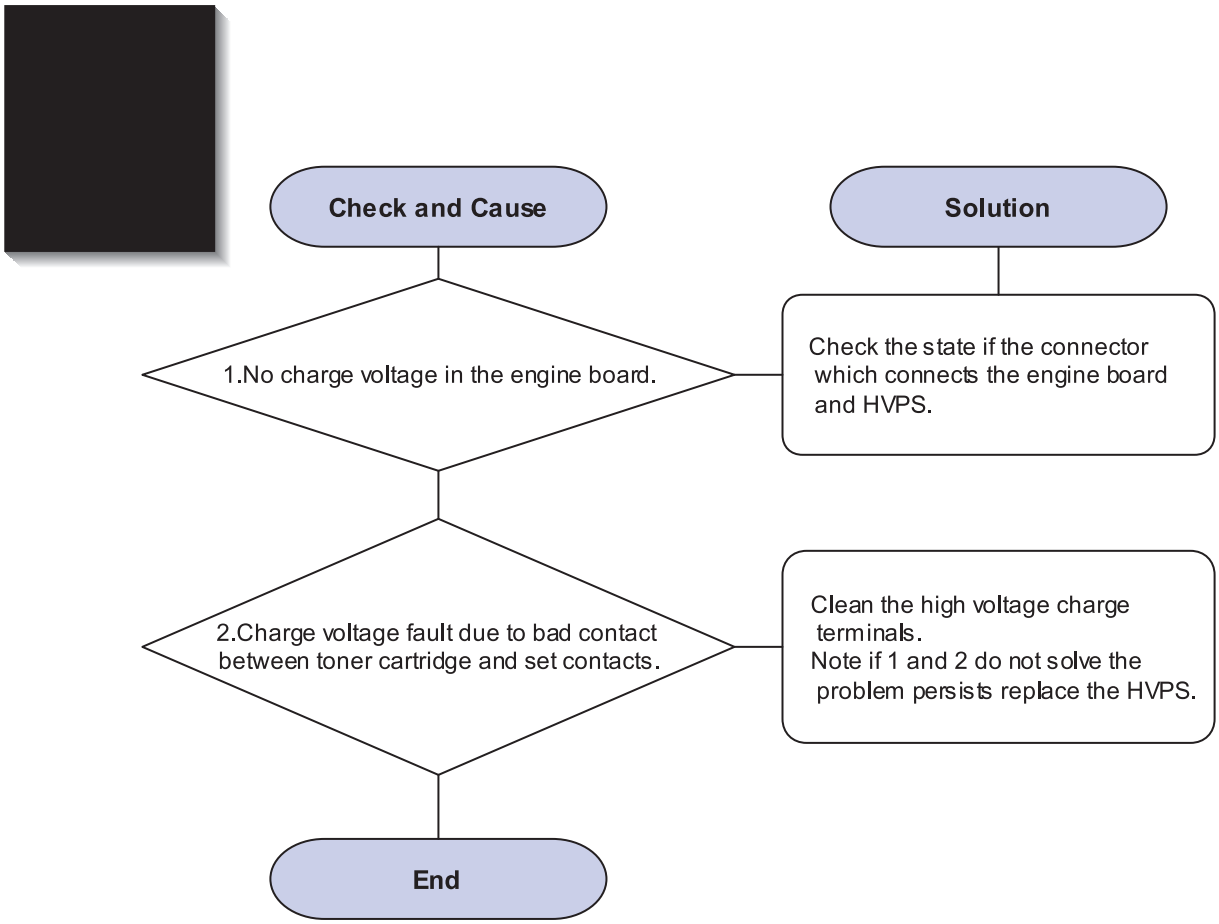
## 5) Light Image

Description: The printed image is light, with no ghost.


Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer
Check and Cause
Solution
Develop roller is contaminated or the toner is almost empty.
Replace the Imaging Unit and try to print out again.
2. Bad contact caused by dirty terminals on the Imaging Unit or set.
Clean the cartridge and set contacts. Gently clean dirt from inside of the set.
3. Abnormal output from the HVPS.
Replace the HVPS if the problem are not solved by the above four instructions.
End

## 6) Dark image or Black

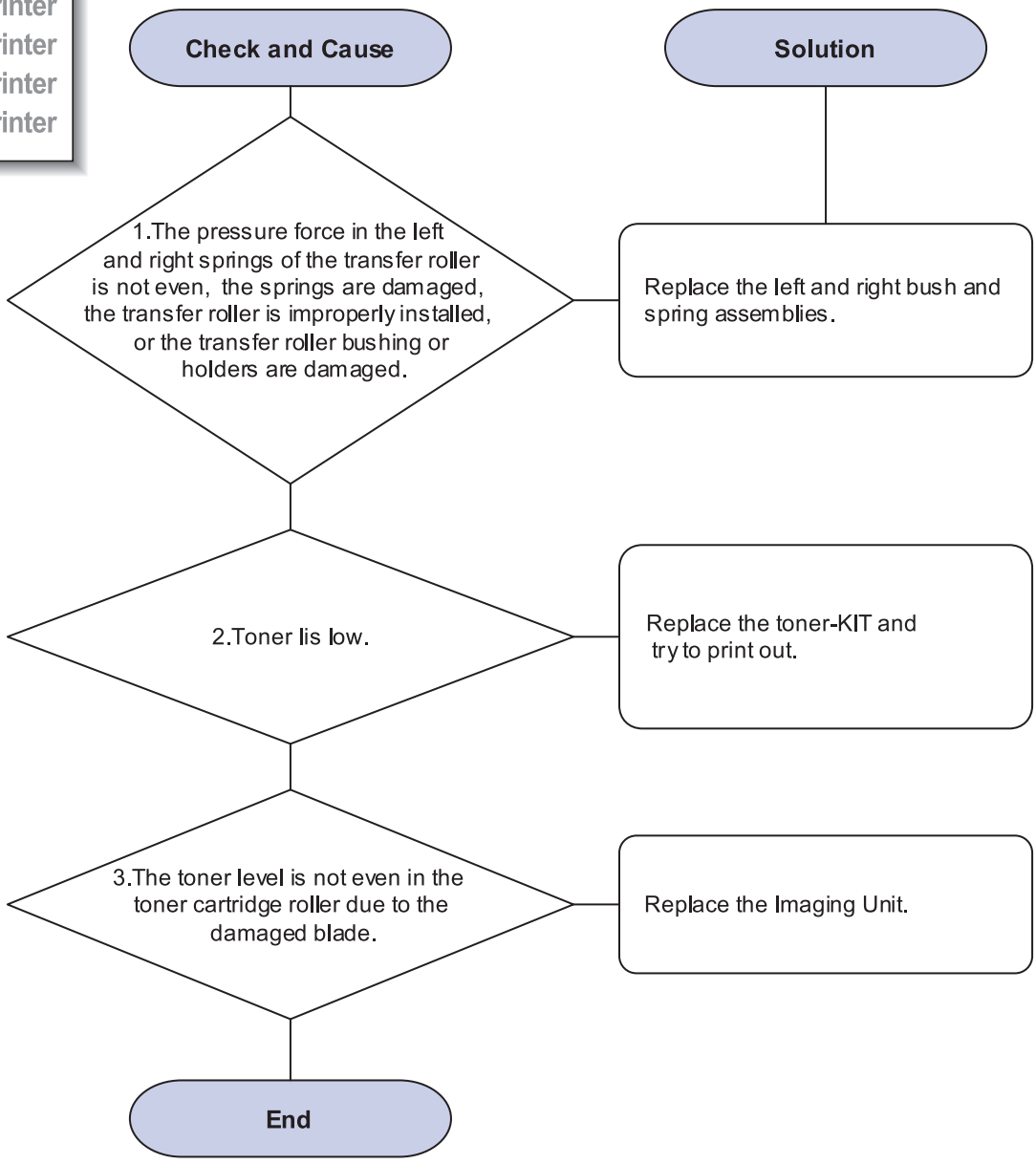
Description: The printed image is dark.


Check and Cause
Solution
1.No charge voltage in the engine board.
Check the state if the connector which connects the engine board and HVPS.
2.Charge voltage fault due to bad contact between toner cartridge and set contacts.
Clean the high voltage charge terminals.
Note if 1 and 2 do not solve the problem persists replace the HVPS.
End

## 7) Uneven Density

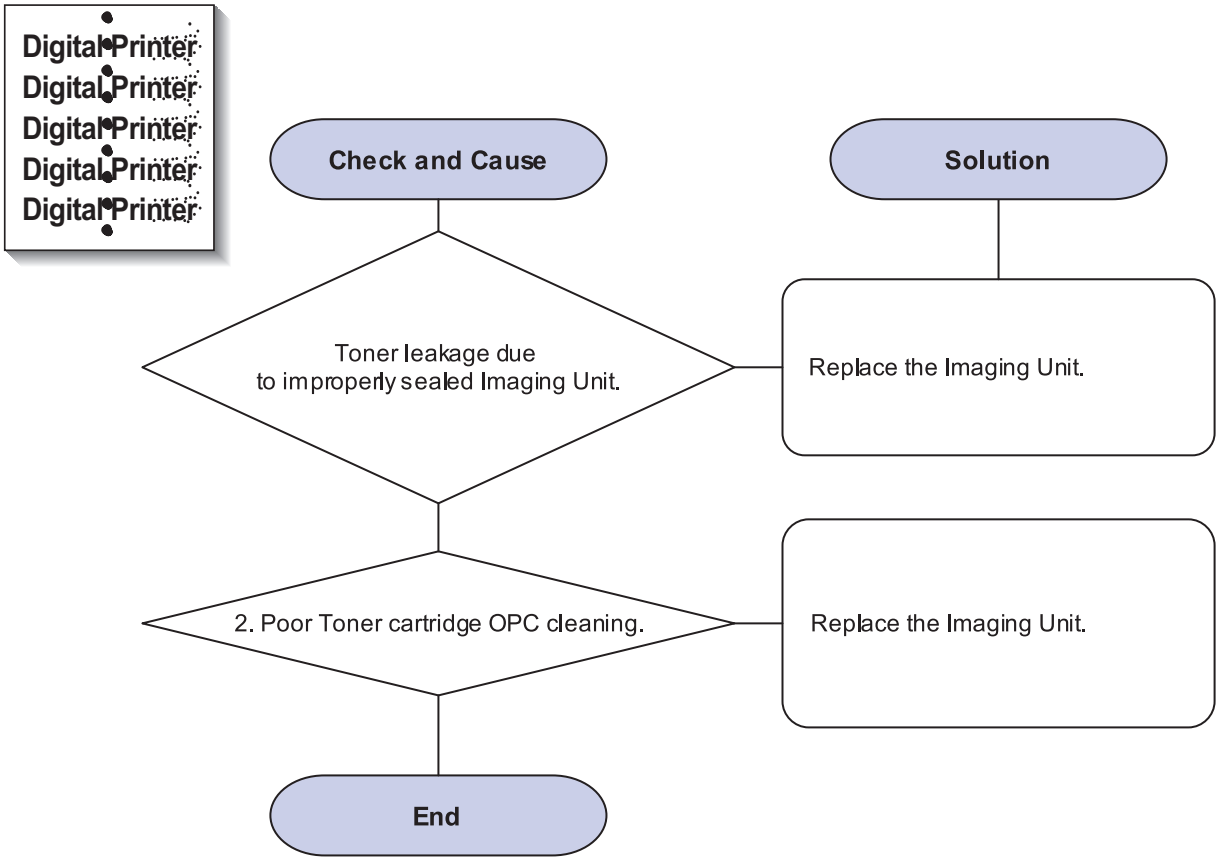
Description: Print Density is uneven between left and right.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer


Check and Cause
Solution
1.The pressure force in the left and right springs of the transfer roller is not even, the springs are damaged, the transfer roller is improperly installed, or the transfer roller bushing or holders are damaged.
Replace the left and right bush and spring assemblies.
2.Toner lis low.
Replace the toner-KIT and try to print out.
3.The toner level is not even in the toner cartridge roller due to the damaged blade.
Replace the Imaging Unit.
End

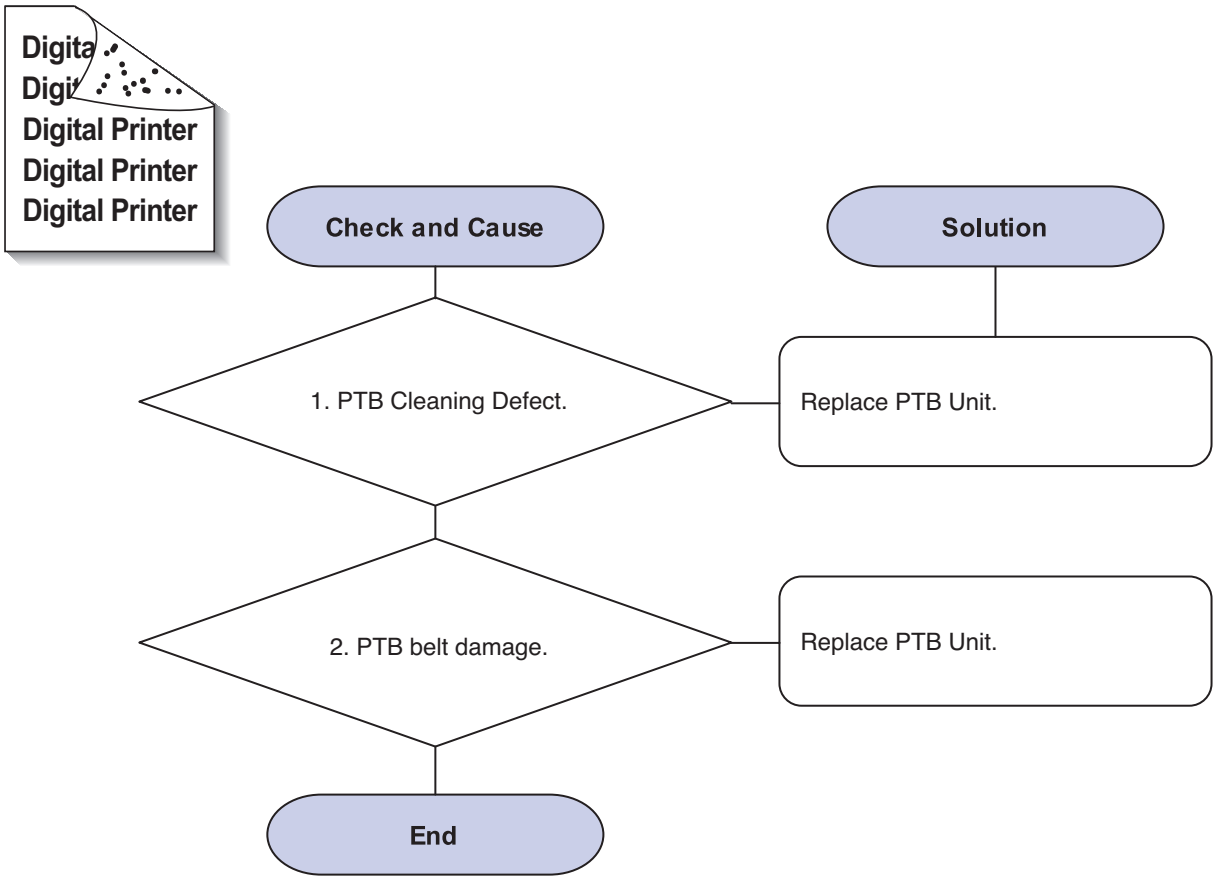
## 8) Strain in the Face of the Page

Description:The background on the face of the printed page strained



## 9) Strains on Back of Page

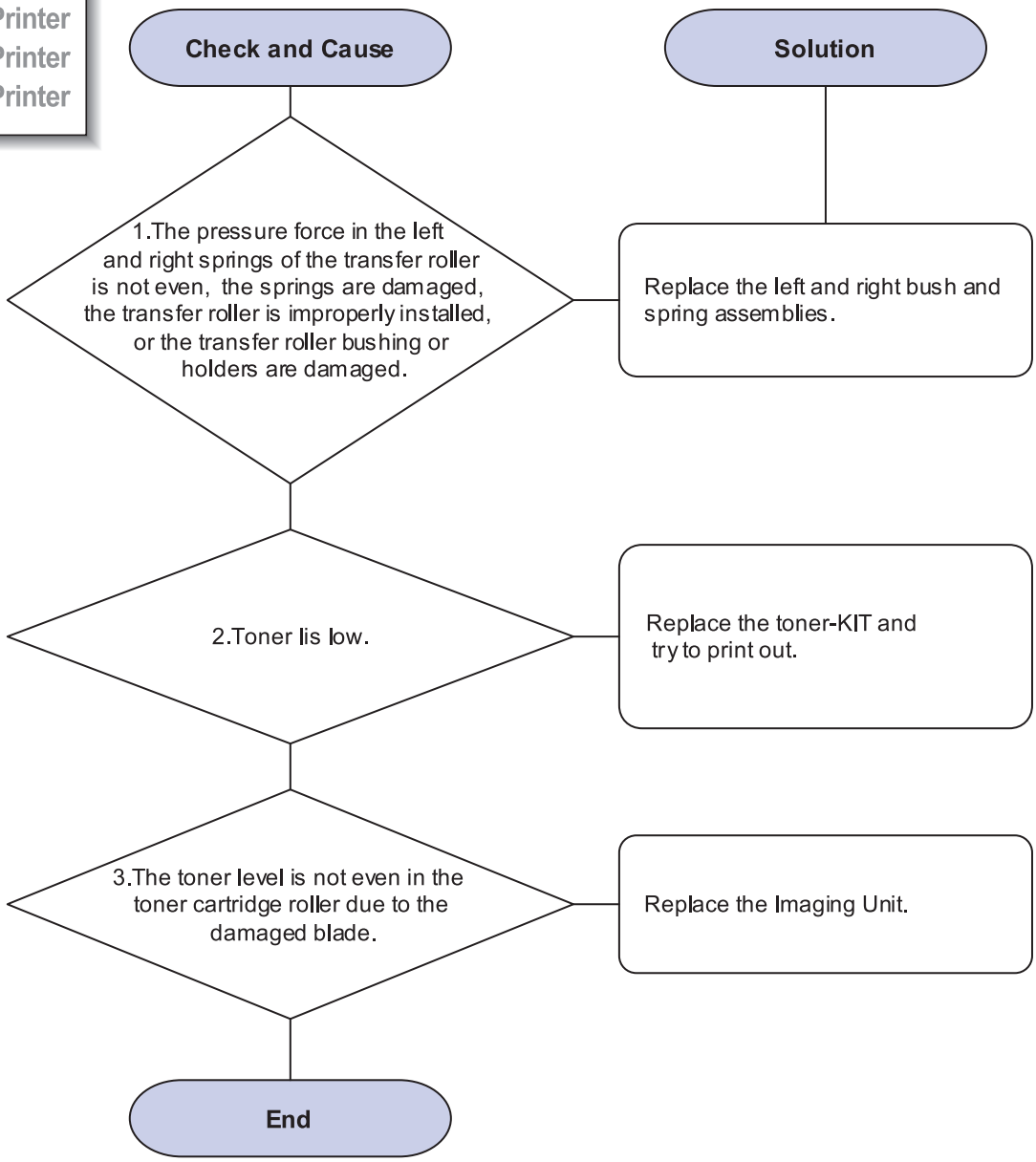
Description: The back of the page is strained at 43.9 or 75.5 mm intervals.



## 10) Uneven Density

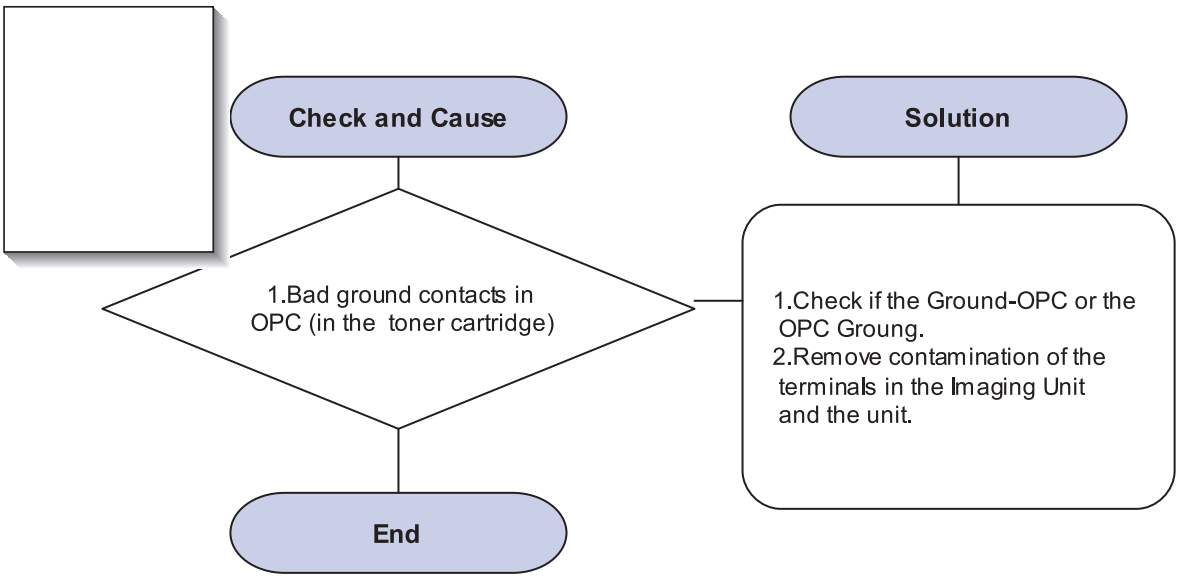
Description: Print Density is uneven between left and right.

Digital Printer
Digital Printer
Digital Printer
Digital Printer
Digital Printer


Check and Cause
Solution
1.The pressure force in the left and right springs of the transfer roller is not even, the springs are damaged, the transfer roller is improperly installed, or the transfer roller bushing or holders are damaged.
Replace the left and right bush and spring assemblies.
2.Toner lis low.
Replace the toner-KIT and try to print out.
3.The toner level is not even in the toner cartridge roller due to the damaged blade.
Replace the Imaging Unit.
End

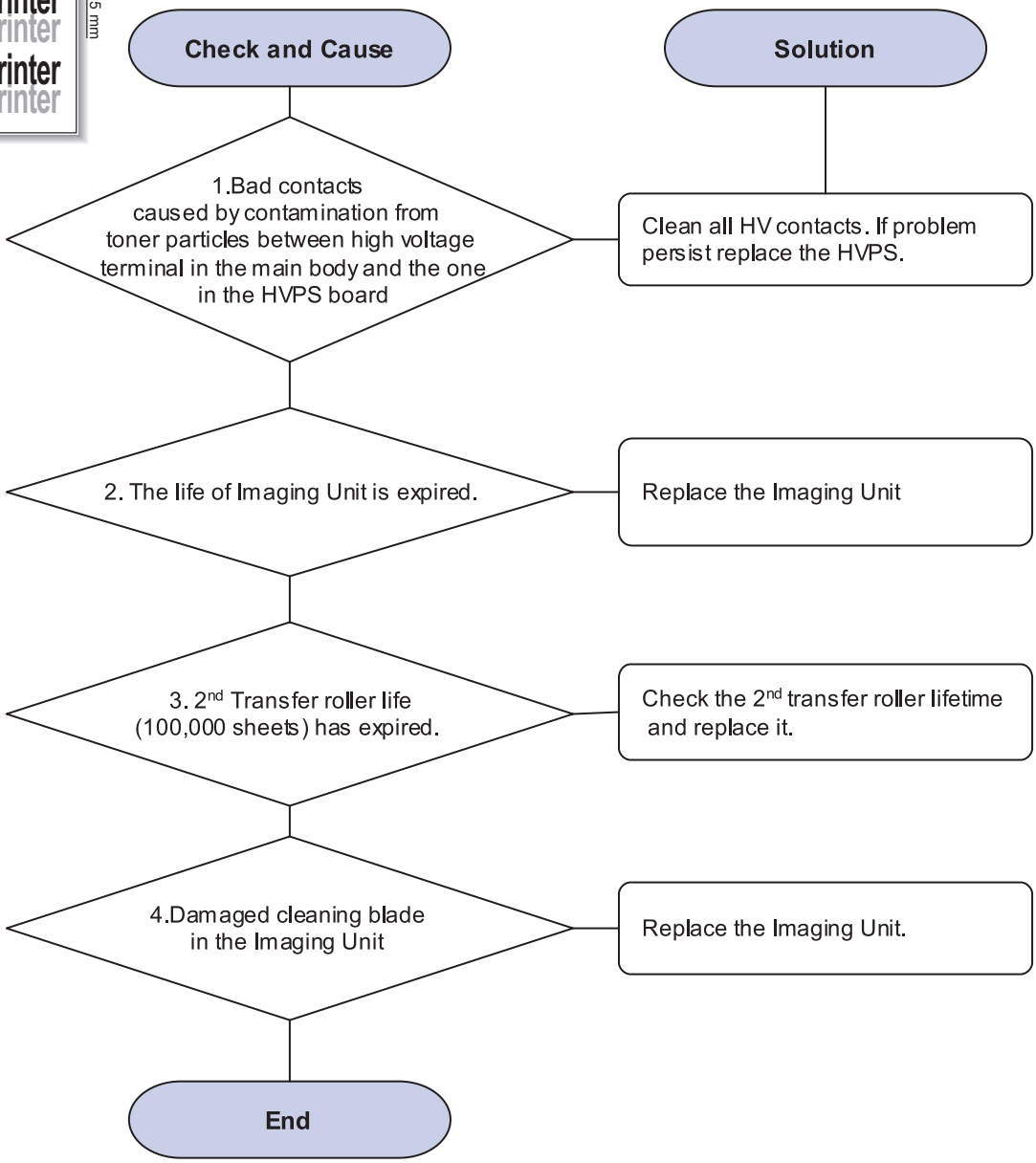
## 11) Blank Page Print out(1)

Description: Blank page is printed.



## 12) Ghost

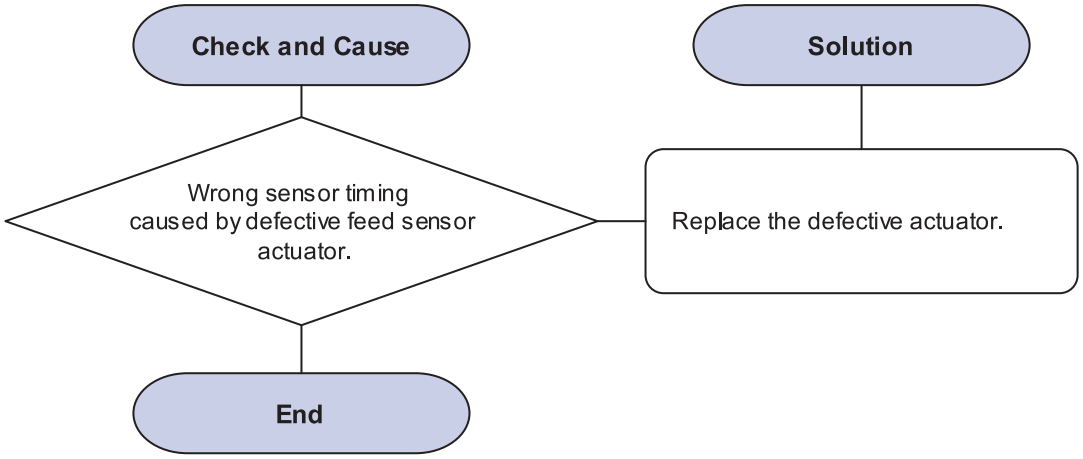
Description: Ghost occur at 75.4mm intervals of the OPC drum or 75.4mm intervals of the developing roller in the whole Printing


Check and Cause
Solution
1.Bad contacts caused by contamination from toner particles between high voltage terminal in the main body and the one in the HVPS board
Clean all HV contacts. If problem persist replace the HVPS.
2. The life of Imaging Unit is expired.
Replace the Imaging Unit
3. 2nd Transfer roller life (100,000 sheets) has expired.
Check the 2nd transfer roller lifetime and replace it.
4.Damaged cleaning blade in the Imaging Unit
Replace the Imaging Unit.
End

## 4.2.3 The cause and solution of the paper feeding

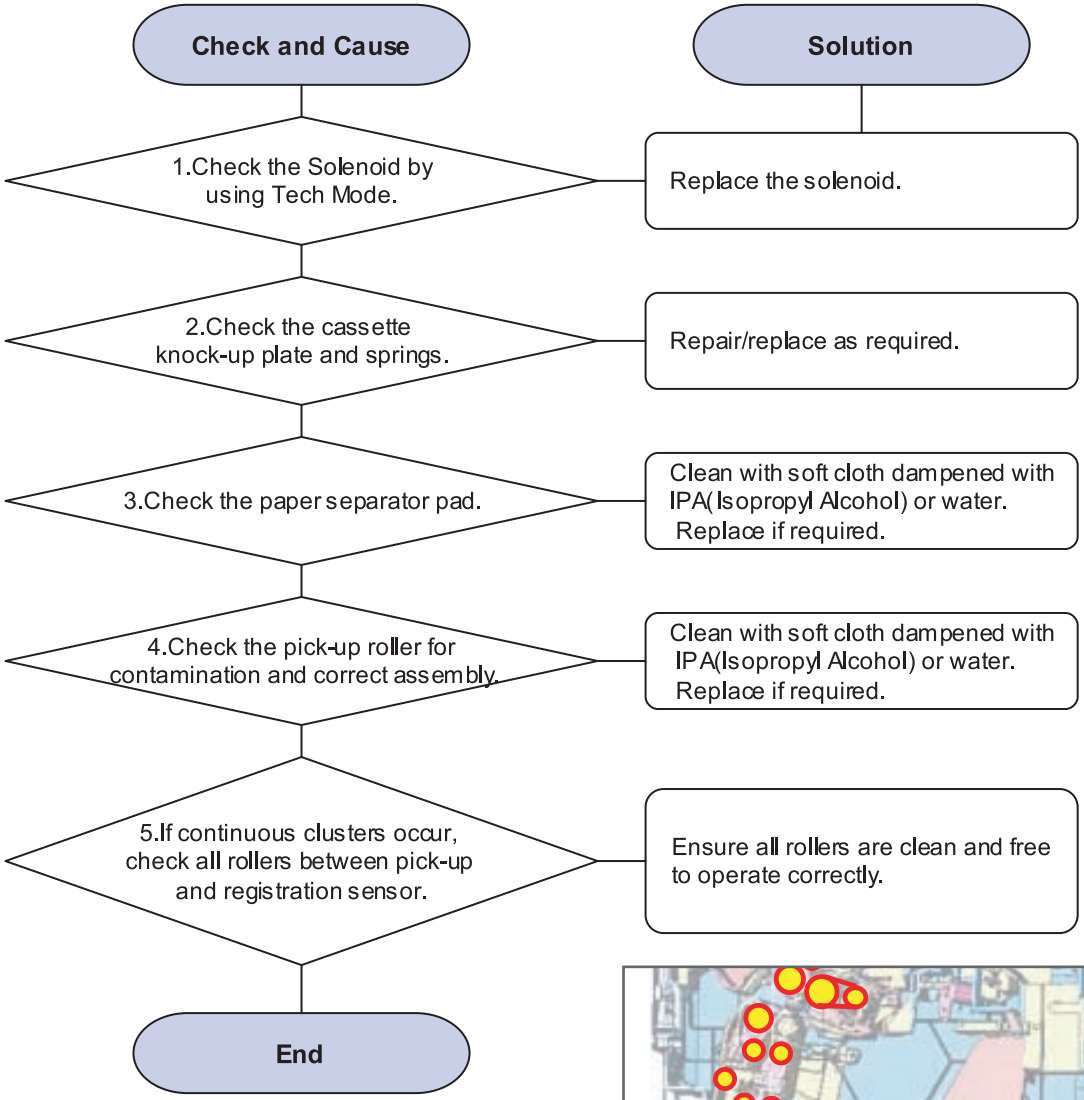
### 1) Wrong Print Position

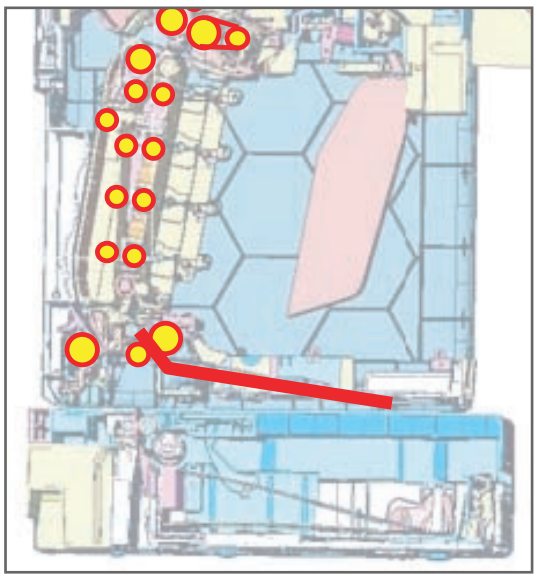
Description: Printing begins at wrong position on the paper.



## 2) JAM 0

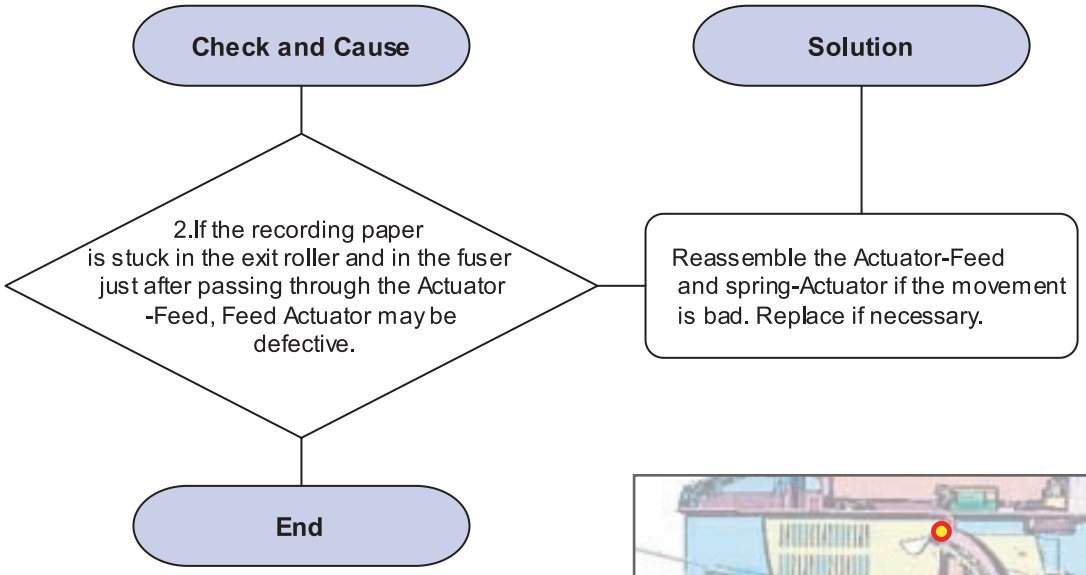
Description: 1. Paper does not exit from the cassette.
2. Jam-0 occurs when the paper feeds into the printer


Check and Cause
Solution
1.Check the Solenoid by using Tech Mode.
Replace the solenoid.
2.Check the cassette knock-up plate and springs.
Repair/replace as required.
3.Check the paper separator pad.
Clean with soft cloth dampened with IPA(Isopropyl Alcohol) or water. Replace if required.
4.Check the pick-up roller for contamination and correct assembly.
Clean with soft cloth dampened with IPA(Isopropyl Alcohol) or water. Replace if required.
5.If continuous clusters occur, check all rollers between pick-up and registration sensor.
Ensure all rollers are clean and free to operate correctly.
End



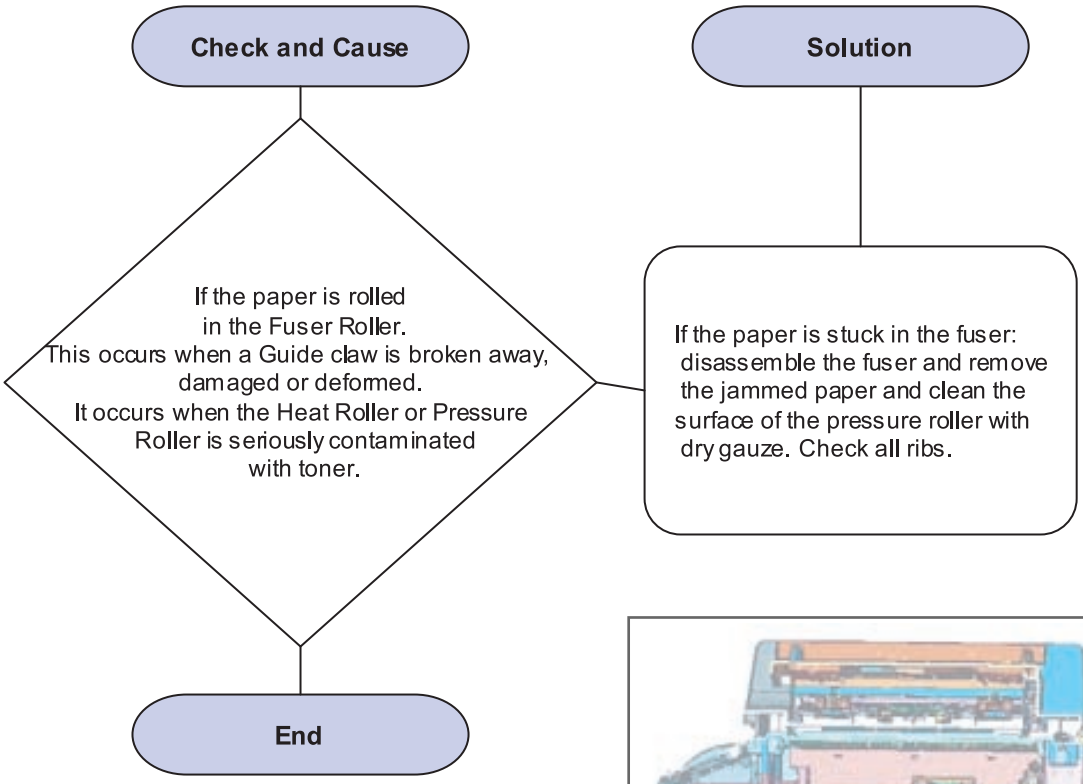
### 3) JAM 1

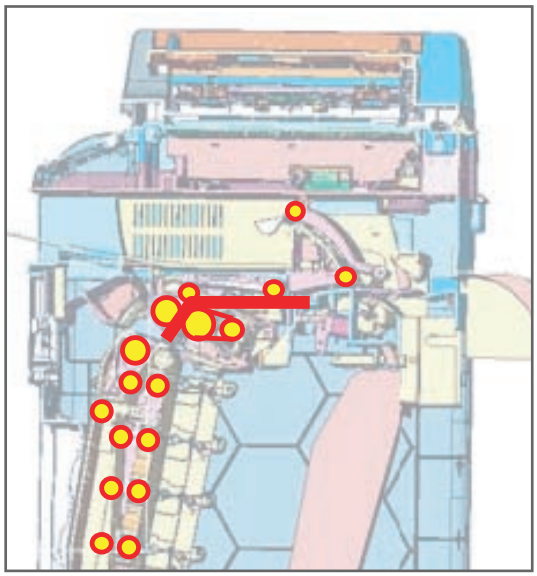
Description: 1. Paper is jammed in front of or inside the fuser.
2. Paper is stuck in the exit roller and in the fuser just after passing through the Actuator-Feed


Check and Cause
Solution
2.If the recording paper is stuck in the exit roller and in the fuser just after passing through the Actuator -Feed, Feed Actuator may be defective.
Reassemble the Actuator-Feed and spring-Actuator if the movement is bad. Replace if necessary.
End

## 4) JAM 2

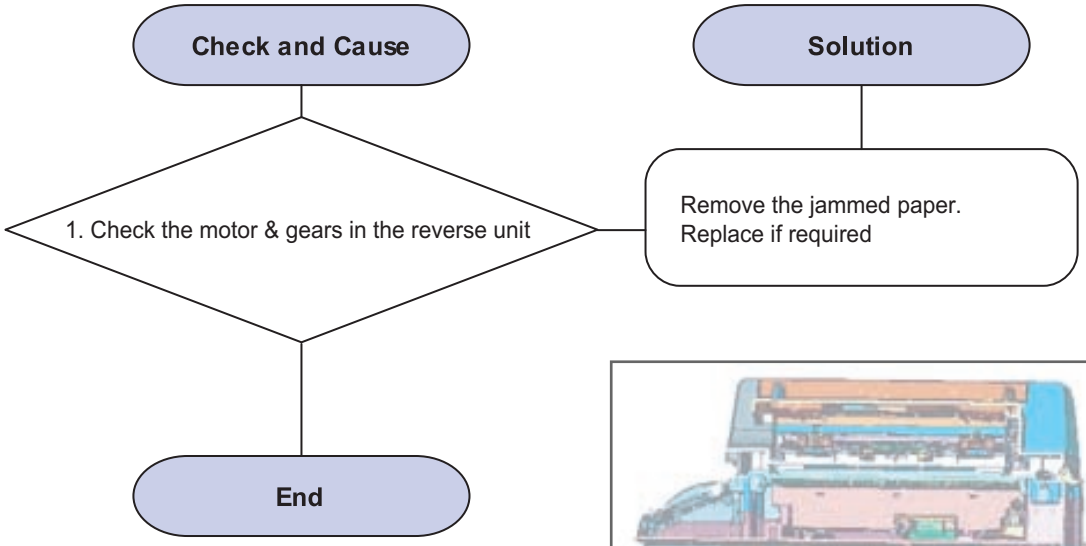
Description: 1. Recording paper is jammed in front of or inside the fuser.
2. Recording paper is stuck in the discharge roller and in the fuser just after passing through the Actuator-Feed.

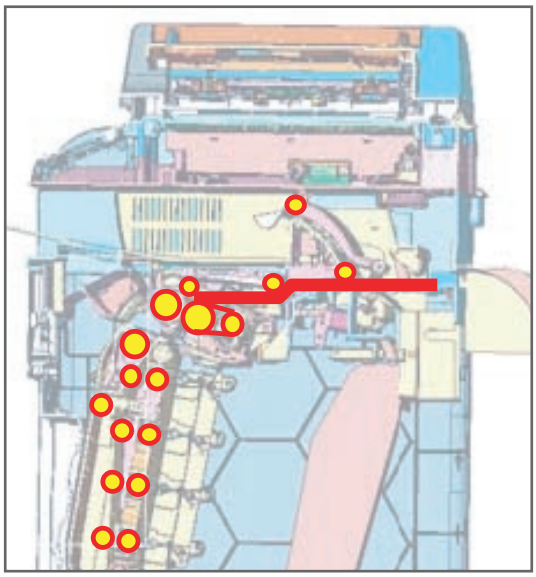

Check and Cause
Solution
If the paper is rolled in the Fuser Roller. This occurs when a Guide claw is broken away, damaged or deformed. It occurs when the Heat Roller or Pressure Roller is seriously contaminated with toner.
If the paper is stuck in the fuser: disassemble the fuser and remove the jammed paper and clean the surface of the pressure roller with dry gauze. Check all ribs.
End



## 5) Reverse JAM 0

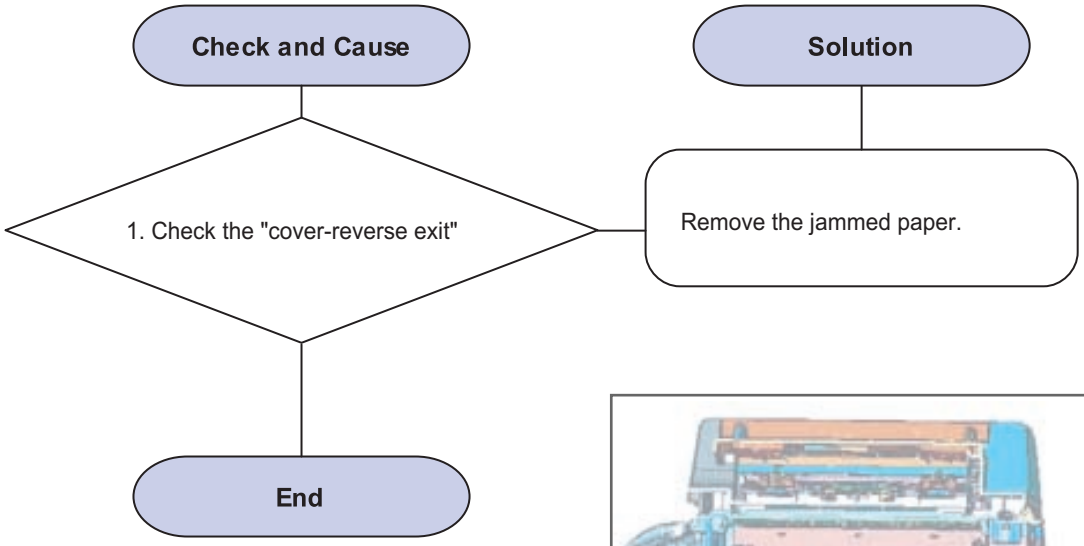
Description: 1. Paper is jammed in front of or inside the reverse unit.
2. Paper is stuck in the fuser exit roller and in the reverse unit just after passing through the Actuator

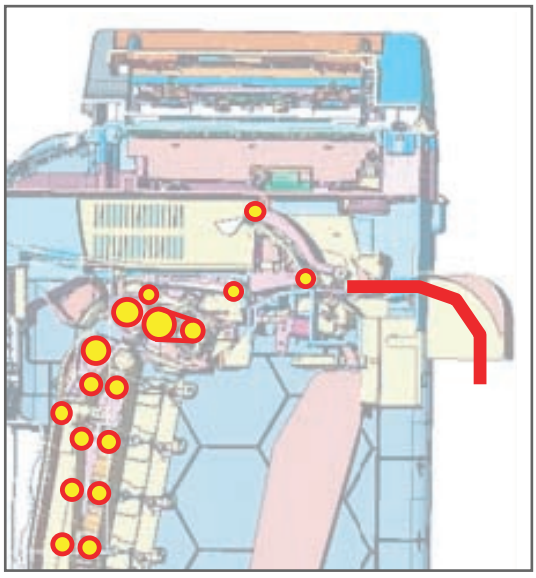


## 6) Rear Cover

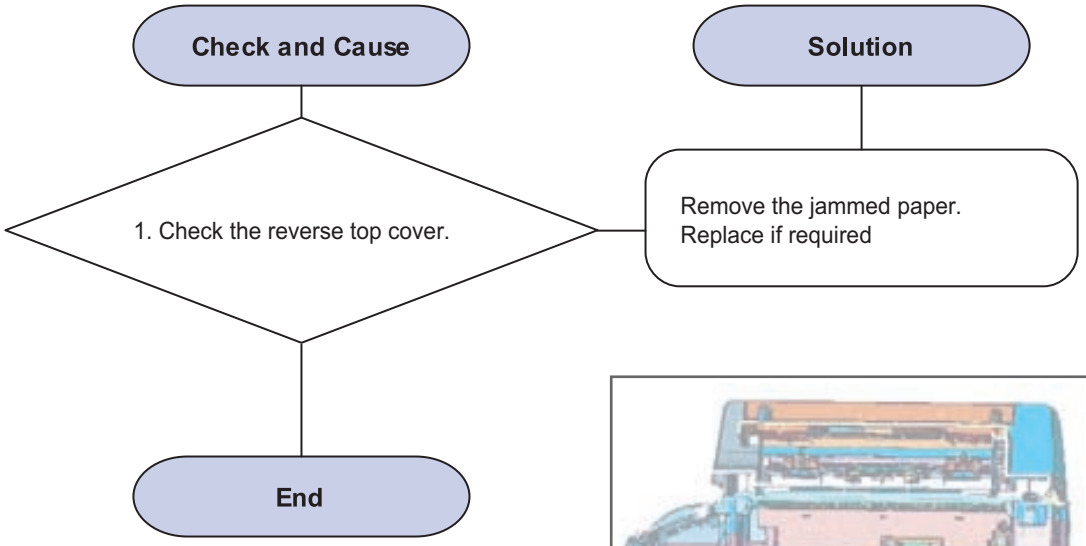
Description: Paper is stuck in the rear cover

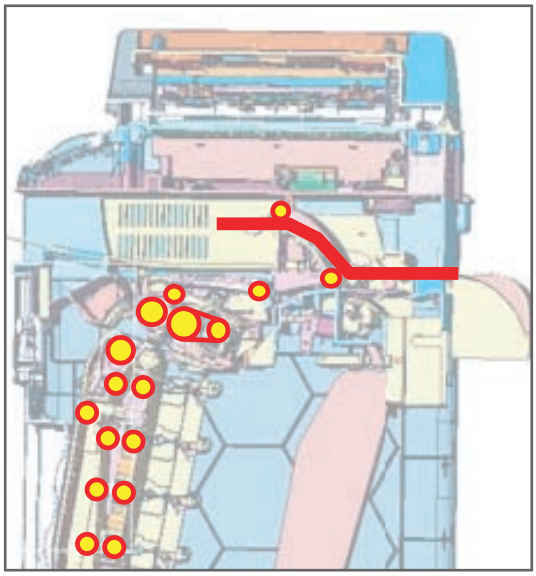


## 7) Reverse JAM 1

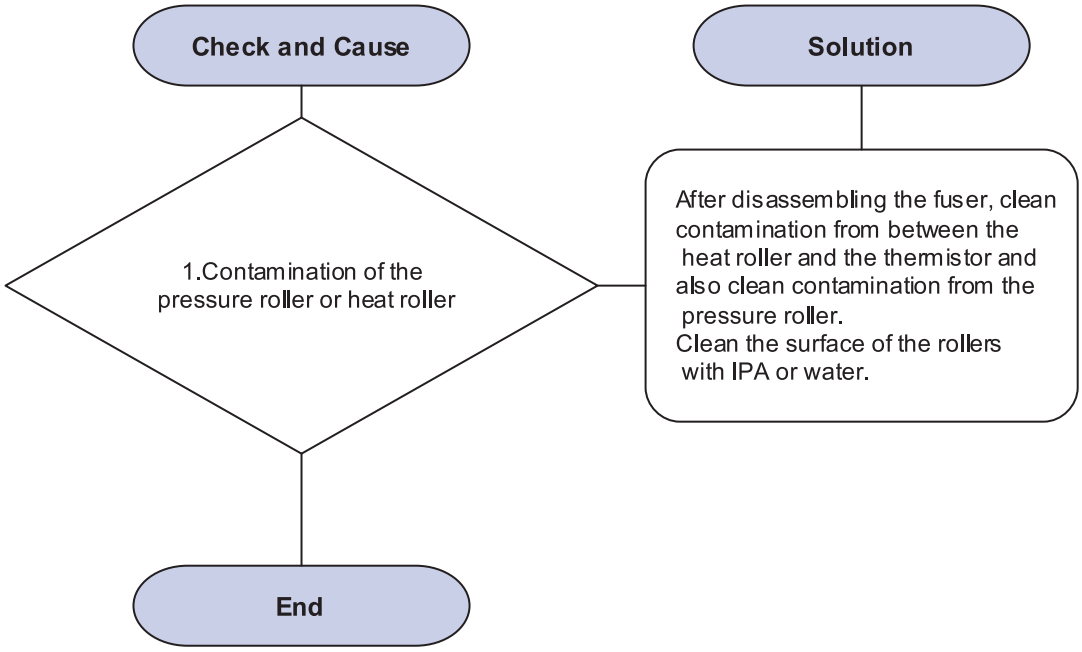
Description: Paper is jammed in front of the reverse exit roller or inside the reverse unit.



## 8) Paper rolled in the fuser

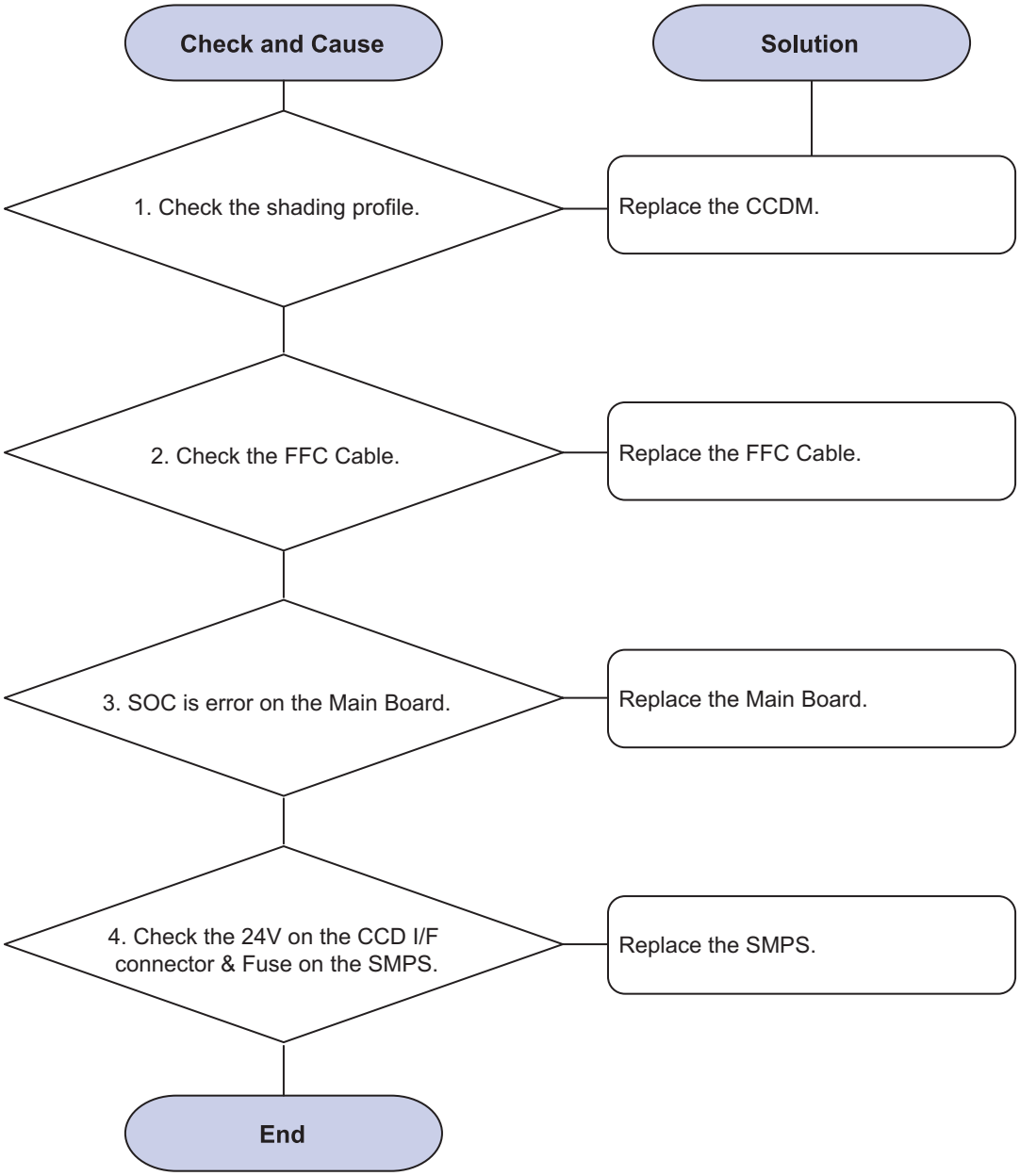
Description: Paper rolled around fuser rollers or 'Concertina' jam


Check and Cause
Solution
1.Contamination of the pressure roller or heat roller
After disassembling the fuser, clean contamination from between the heat roller and the thermistor and also clean contamination from the pressure roller.
Clean the surface of the rollers with IPA or water.
End

## 4.2.4 Copy Problems

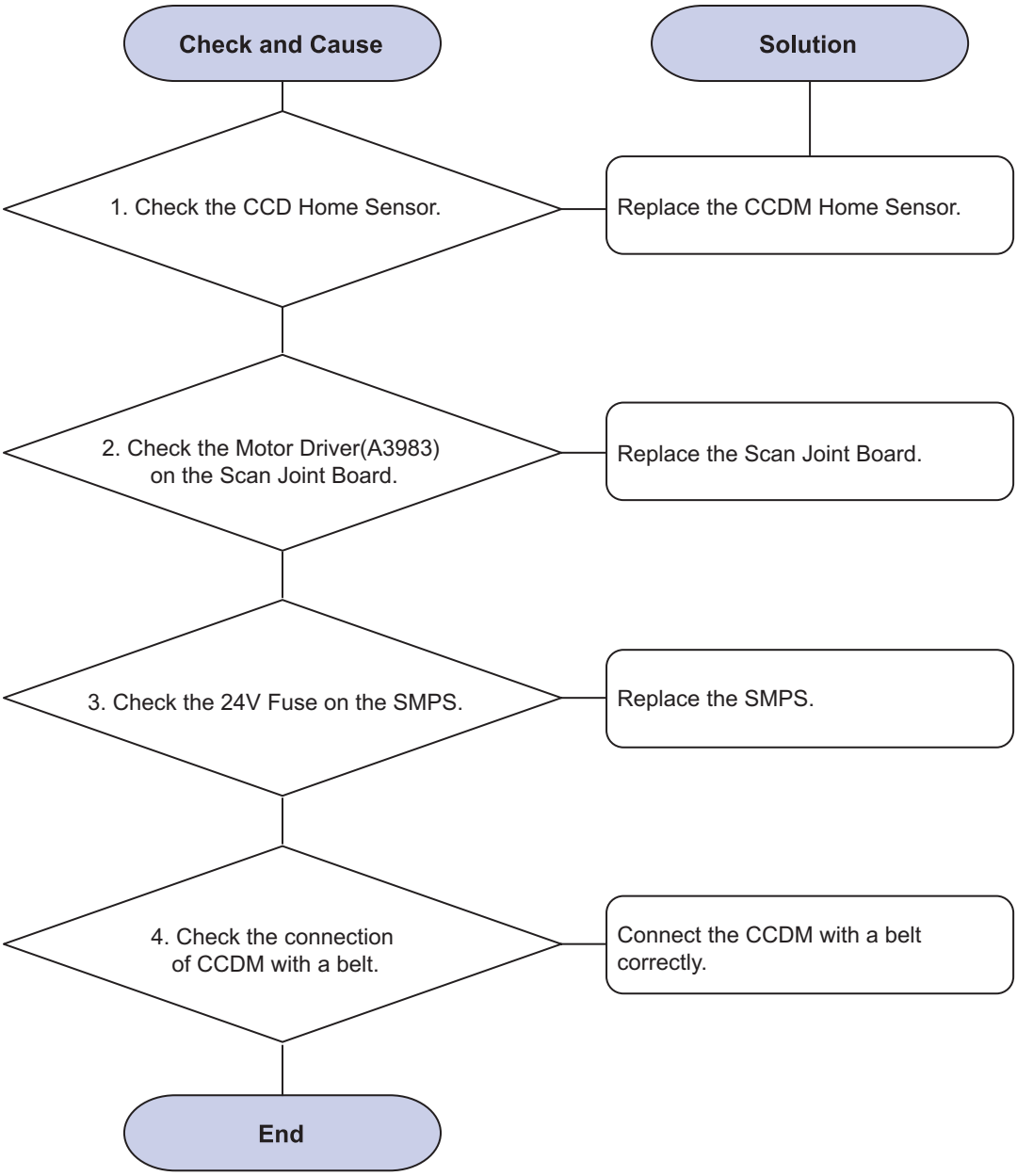
### 1) Defective Image Quality

Description : 1. Background occured or Copy quality is not good.
2. CCDM Lamp do not turn on.


Check and Cause
Solution
1. Check the shading profile.
Replace the CCDM.
2. Check the FFC Cable.
Replace the FFC Cable.
3. SOC is error on the Main Board.
Replace the Main Board.
4. Check the 24V on the CCD I/F connector & Fuse on the SMPS.
Replace the SMPS.
End

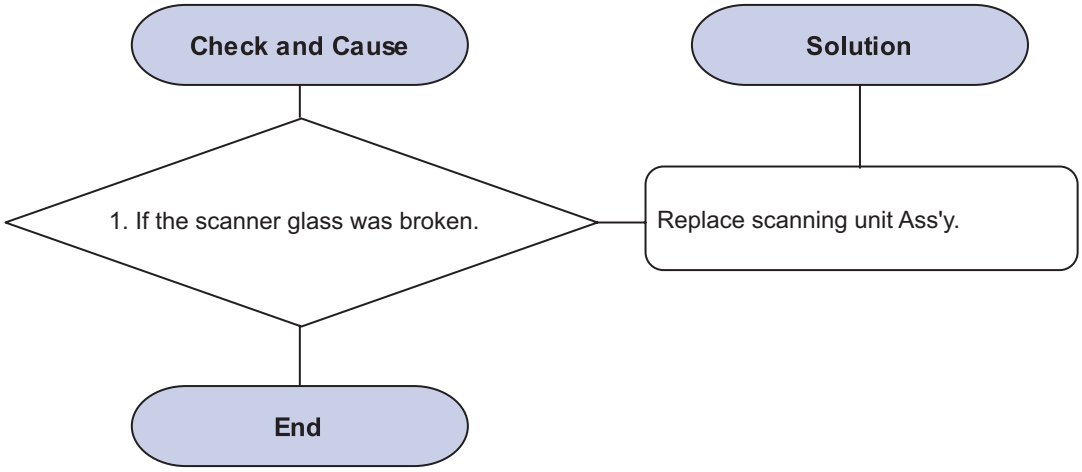
## 2) Scan Lock Error

Description: CCDM do not move and displayed 'Scanner Lock' on the LCD Panel.


Check and Cause
Solution
1. Check the CCD Home Sensor.
Replace the CCDM Home Sensor.
2. Check the Motor Driver(A3983) on the Scan Joint Board.
Replace the Scan Joint Board.
3. Check the 24V Fuse on the SMPS.
Replace the SMPS.
4. Check the connection of CCDM with a belt.
Connect the CCDM with a belt correctly.
End

### 3) Glass Broken

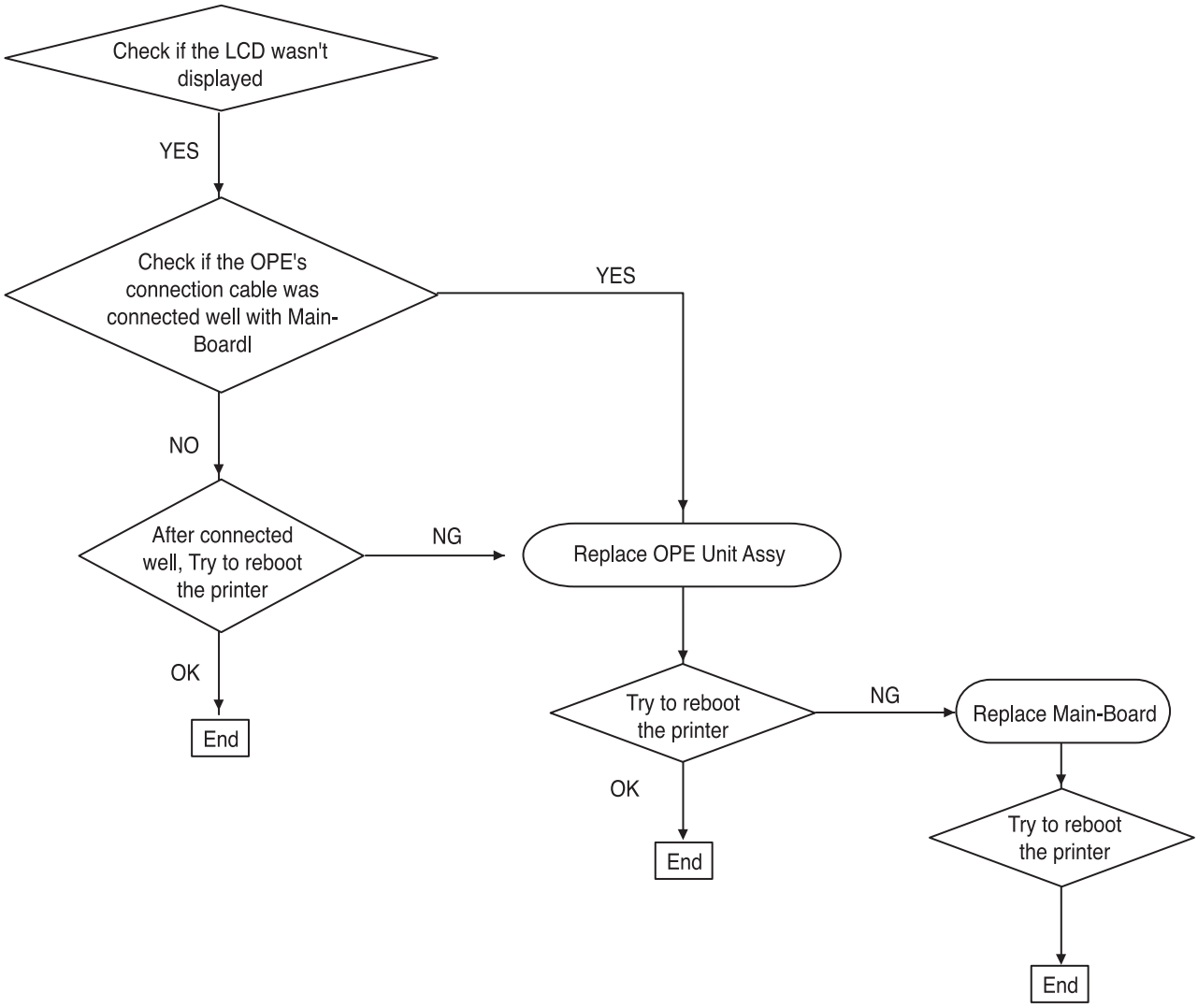
Description: Scanner glass was broken



## 4.2.5 OPE Problems

### 1) Nothing Displayed on LCD

Description: LCD does not display anything



## 4.2.6 Other Problems

### 1)Fusing Problems

| Error | Phenomenon |
|---|---|
| Low Heat Error | In warm-up<br>- When the Fuser is under 50 ℃ for 45 seconds and more<br><br>In ready<br>- When the Fuser is under 130 ℃ for 10 seconds and more<br><br>In Printing state<br>- When the Fuser is under 40 ℃ of target temperature for 10 seconds and more |
| Over Heat Error | When the set is over 210 ℃ for 4 seconds and more |

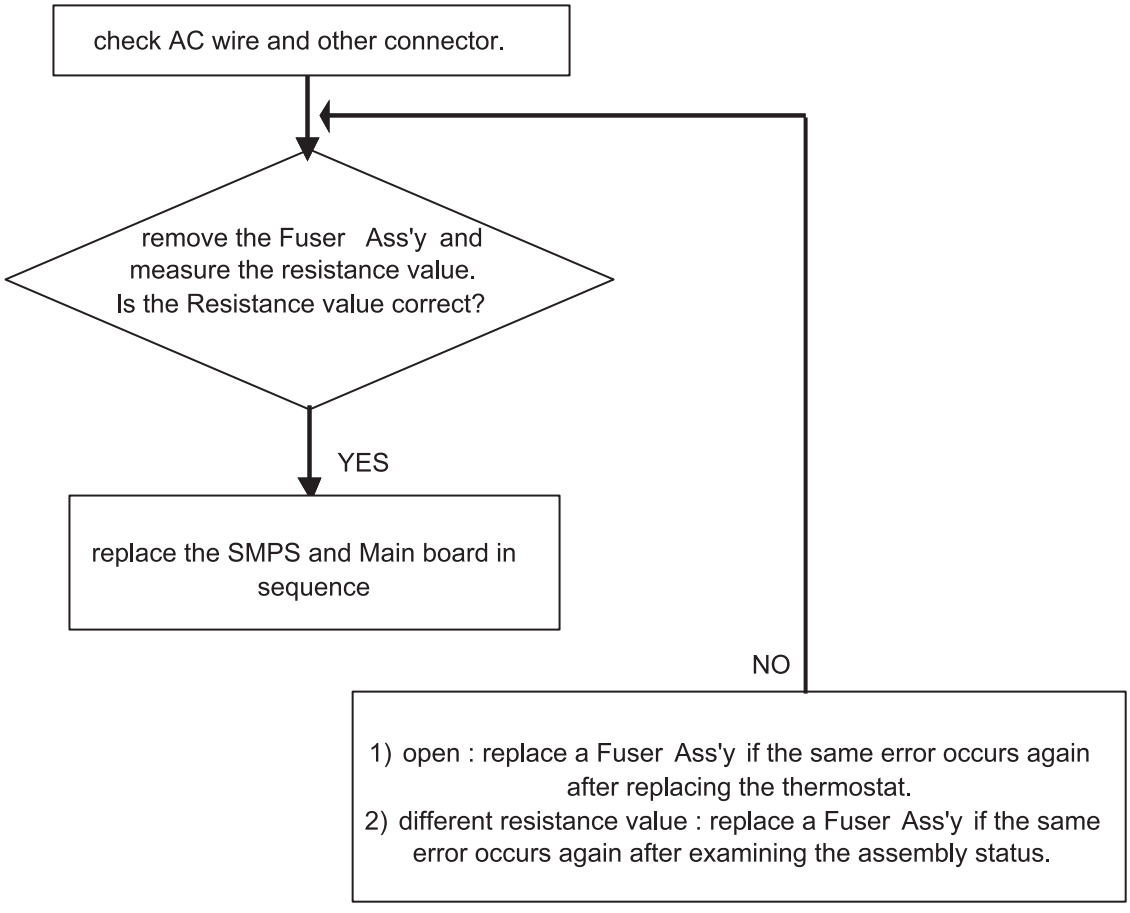
## Fuser error

Description : A message below is displayed in a LCD panel.

Open Heat Error
Cycle Power

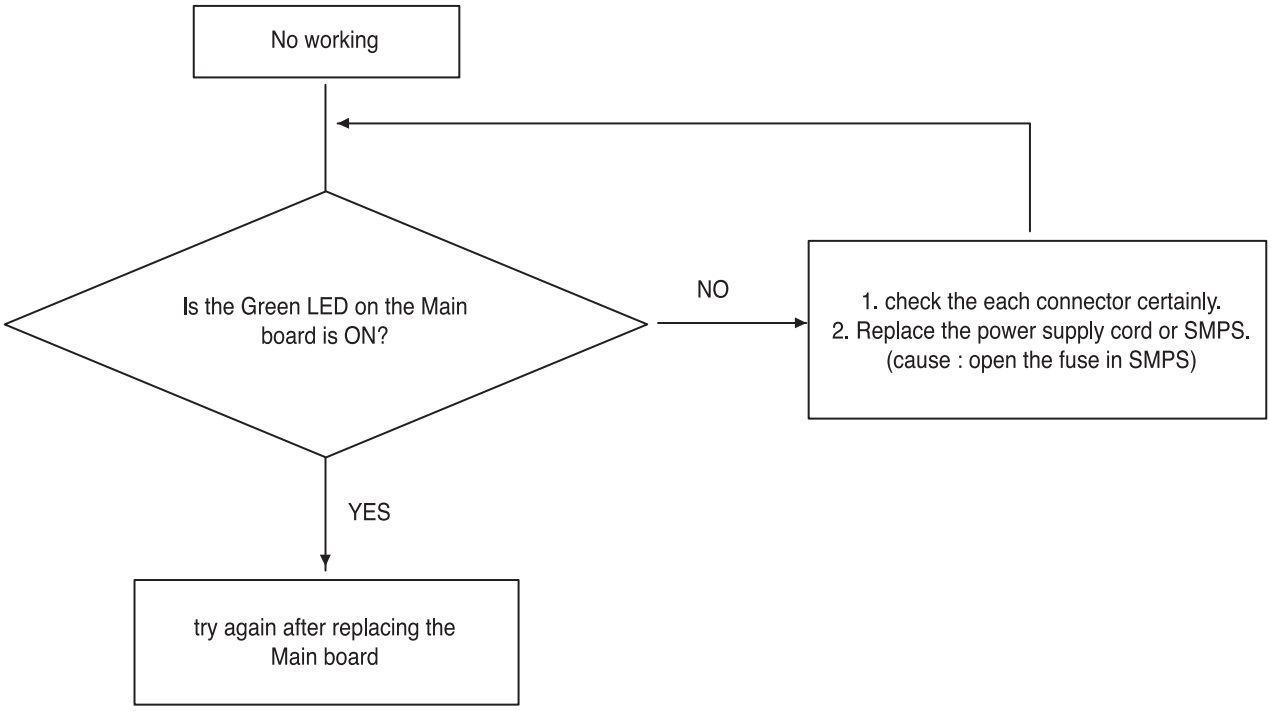
Low Heat Error
Cycle Power

Over Heat Error
Cycle Power


check AC wire and other connector.
remove the Fuser Ass'y and measure the resistance value. Is the Resistance value correct?
YES
replace the SMPS and Main board in sequence
NO
1) open : replace a Fuser Ass'y if the same error occurs again after replacing the thermostat.
2) different resistance value : replace a Fuser Ass'y if the same error occurs again after examining the assembly status.

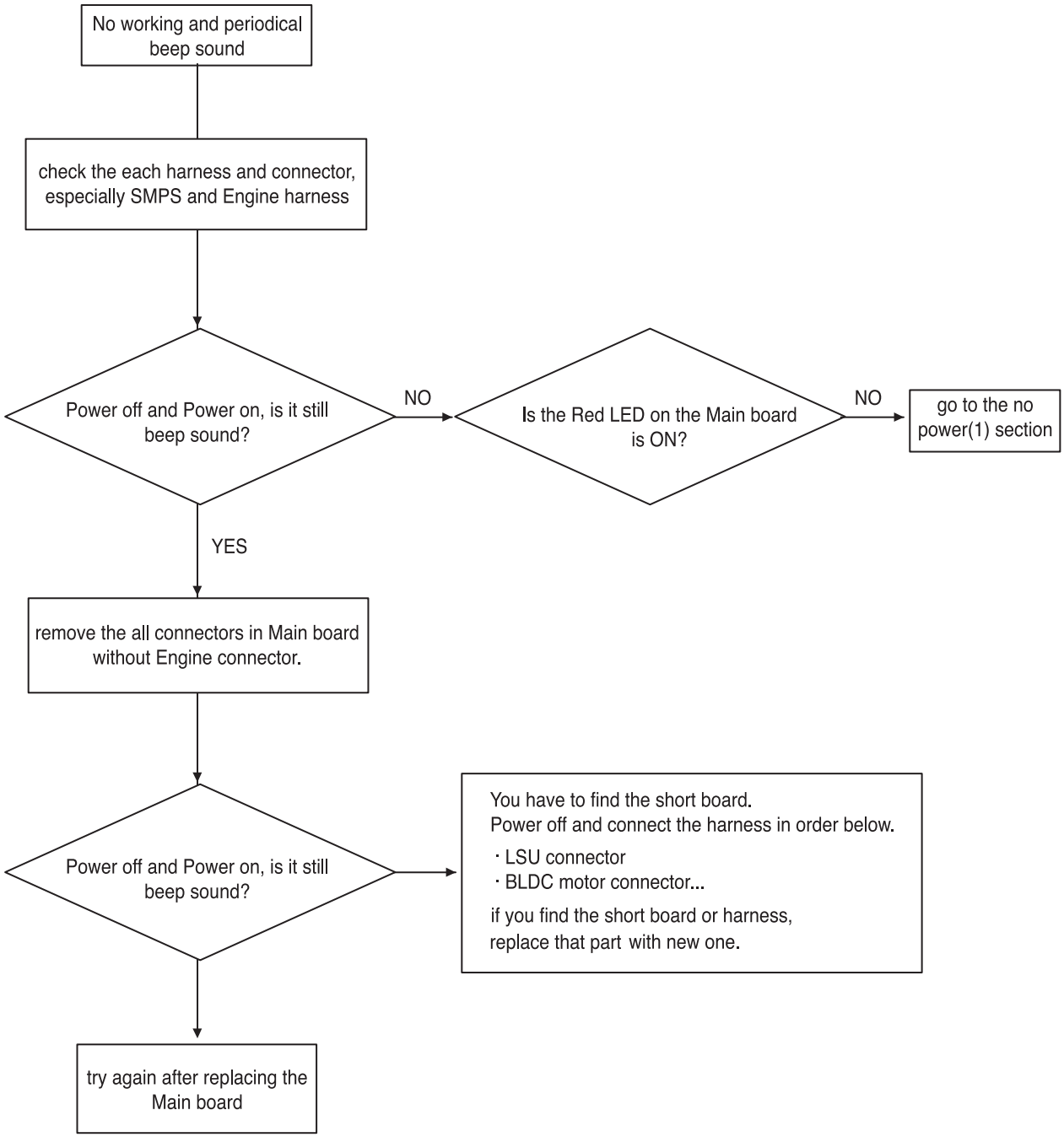
## 2) No Power(1)

Description : When system power is turned on, all LED on the operator panel do not come on.


No working
Is the Green LED on the Main board is ON?
NO
1. check the each connector certainly.
2. Replace the power supply cord or SMPS.
(cause : open the fuse in SMPS)
YES
try again after replacing the Main board

## 2) No Power(2)

Description : When system power is turned on, you can hear short beep sound continuously.


No working and periodical beep sound
check the each harness and connector, especially SMPS and Engine harness
Power off and Power on, is it still beep sound?
NO
Is the Red LED on the Main board is ON?
NO
go to the no power(1) section
YES
remove the all connectors in Main board without Engine connector.
Power off and Power on, is it still beep sound?
You have to find the short board.
Power off and connect the harness in order below.
· LSU connector
· BLDC motor connector...
if you find the short board or harness,
replace that part with new one.
try again after replacing the Main board

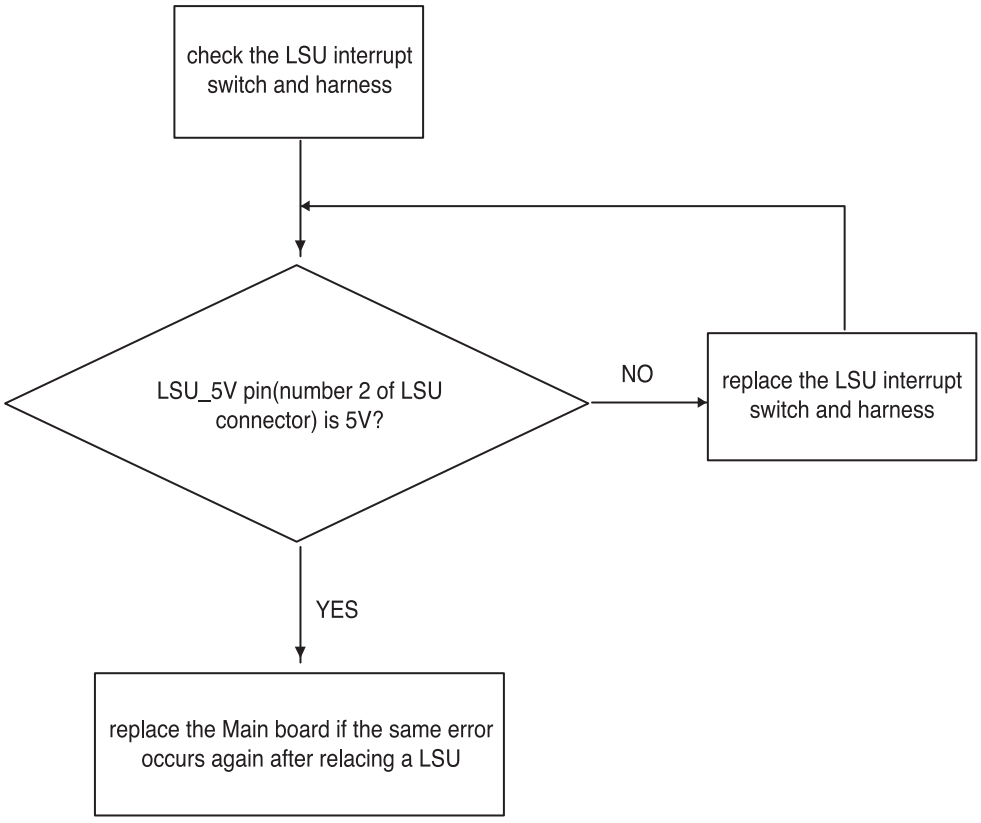
### 3) LSU Error

Description : A message below is displayed in a LCD panel.

LSU Motor Error
Cycle Power

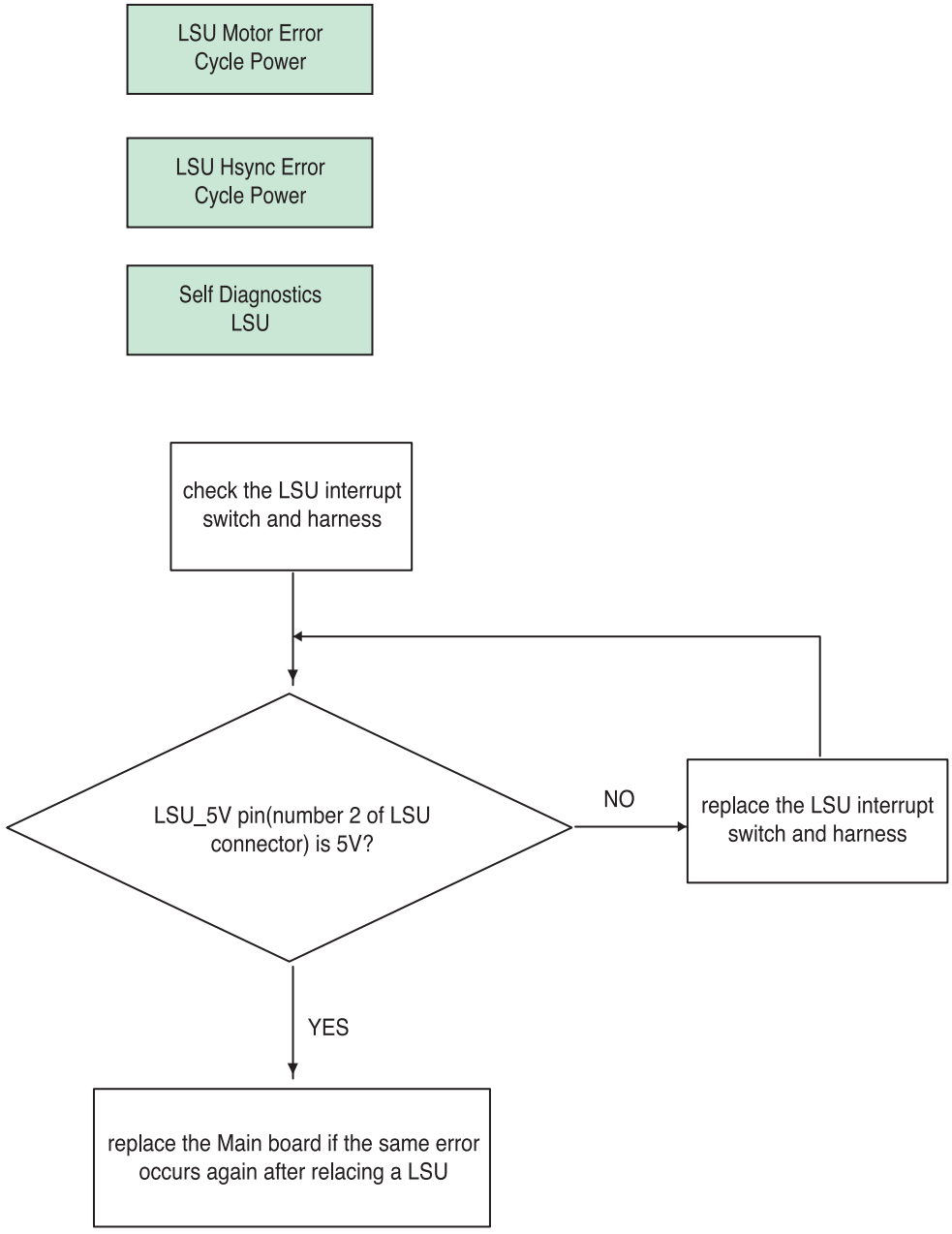
LSU Hsync Error
Cycle Power

Self Diagnostics
LSU


check the LSU interrupt switch and harness
LSU_5V pin(number 2 of LSU connector) is 5V?
NO
replace the LSU interrupt switch and harness
YES
replace the Main board if the same error occurs again after relacing a LSU

## 4) Toner Error

Description : A message below is displayed in a LCD panel.


LSU Motor Error
Cycle Power
LSU Hsync Error
Cycle Power
Self Diagnostics
LSU
check the LSU interrupt switch and harness
LSU_5V pin(number 2 of LSU connector) is 5V?
NO
replace the LSU interrupt switch and harness
YES
replace the Main board if the same error occurs again after relacing a LSU

## 5) Over/Low Heat Error